

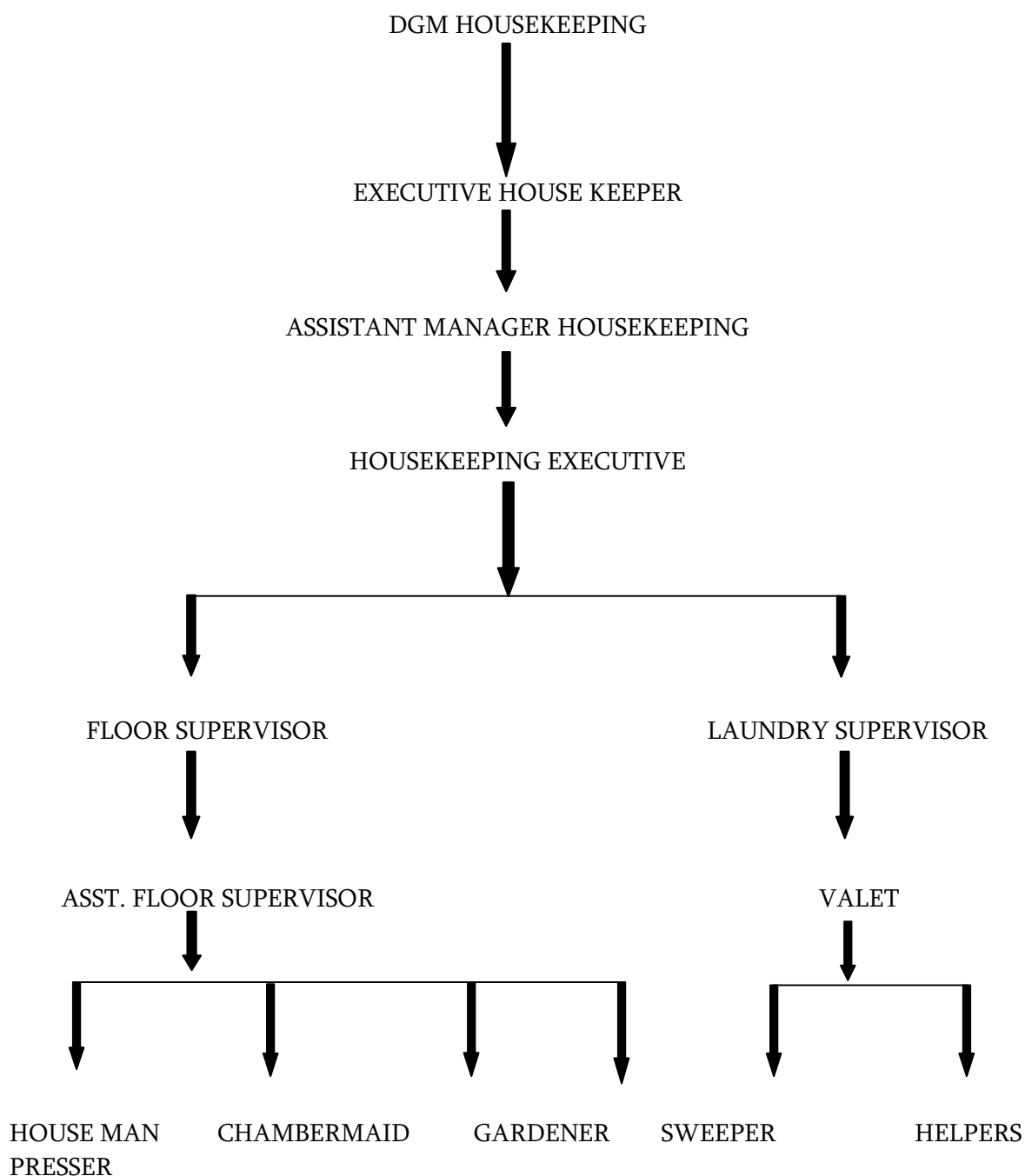
1.0 Introduction

Housekeeping, deals with cleanliness of the premise as seen by the guest. This department is responsible for cleaning of guest rooms. Public areas, upkeep of the lawns and plants placed at various places, maintenance of linen and uniforms of the staff. The name suggests that this department is responsible for keeping the house, in prim and proper shape. The basic rule of Housekeeping department is to ensure the comfort of the guest in a clean, hygienic and pleasant ambiance.

This is the department, seldom seen by the guests yet always felt.

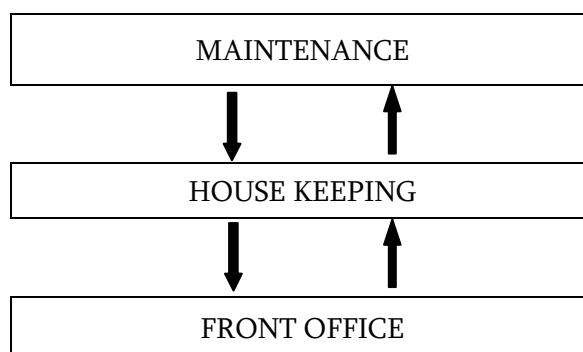
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1.2 HIERARCHY, AUTHORITY AND COMMUNICAITONS FLOW –



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1.3 INTERDEPENDENCE –



1.4 TAKING HAND OVER

Purpose

To hand over the duties to the reliever is an important function of the section, as it ensures continuity of operations and messages that form the basis of existence of this section.

Scope

The hand over procedure involves giving physical charge of all inventory items, keys, pending jobs, messages etc. the procedure has to be meticulously followed, in order to provide any authenticity to the whole exercise

Procedure

As soon as the Shift Supervisor comes to the shift, he/she should follow the following procedure –

Go through all the circulars put up on the departmental notice board. Note any special instructions or messages with regards to the concerned.

Check the Desk area for, cleanliness. Go through all the registers in the order mentioned, as under –

1. LOG BOOK
2. KEY REGISTER
3. DUTY REGISTER
4. ATTENDANCE REGISTER
5. DEPARTURE REGISTER

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Mobiles

1. Public area
2. 1st Floor
3. 2nd Floor
4. 3rd Floor
5. Laundry Valet
6. Executive

KEYS CARDS –

Floor	Wing	No of Key Cards
1 st Floor	A	1
1 st Floor	B	1
1 st Floor	C	1
1 st Floor	D	1
1 st Floor	Master Card	1
2 nd Floor	A	1
2 nd Floor	B	1
2 nd Floor	C	1
2 nd Floor	D	1
2 nd Floor	Master Card	1
3 rd Floor	A	1
3 rd Floor	B	1
3 rd Floor	C	1
3 rd Floor	D	1
3 rd Floor	Master Card	1
Valet	Master Card	1
Lost & Found Key		3
Cupboard Key		5
Executive	Master Card	1

Once all the above is found to be correct and in order, the same should be acknowledged in the Log Book, mentioning the no. & details of the keys handed over.

Key Card hand over to next shift through key register.

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Once all the above has been completed, the Supervisor should check the computer for the following details –

HOTEL POSITION	Command window
EXPECTED DEPARTURES	hotel position
EXPECTED ARRIVALS	hotel position
ROOMS OCCUPIED	hotel position
ROOMS BLOCKED FOR MAINTENANCE	hotel position
VIP'S IN HOUSE	command window
VIP'S EXPECTED	dynamic menu
DIRTY ROOMS	room status
VACANT ROOMS	room status

The details of position and VIPs are to be updated on the status board, and the room status details in the departure register.

The Supervisor should check for any other pending jobs and follow ups with the outgoing Supervisor.

If there is nothing else to be forwarded, the shift can be taken over by the incoming Supervisor. In case of any deviation from the above, it should be brought to the notice of the Housekeeping Executive.

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1.5 REGISTERS

The details mentioned in various registers are as under –

Log Book

All messages & reports, with regards to jobs completed in each section of the department is logged in the register by the respective Supervisors. Any instructions to be passed on to the concerned are also logged in the register.

Apart from the above inventory of Keys and Mobile is also mentioned in the Register, in shift wise hand over.

Attendance Register

Attendance of all employees is noted down in the register. The following codes are used, against each name to denote the following –

A	absent
C/I	casual leave
P/H	public holiday
L	leave
P	present
C/O	compensatory off

The register is filled up during briefing according to those present on shift.

Departure Register

This register contains information of all the rooms, shown as dirty and then released by the floor supervisor as vacant.

The register is maintained by the Floor Supervisor, to keep a track of all the dirty rooms and rooms released for sale.

Duty Register

The register contains the details of personnel working in different sections of the department, shift wise.

Key Register

This register involves issuing and depositing of keys. It contains information on possession of keys at any given time. In the department the entries are made in this register whenever the keys are issued or handed back.

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2.0 CLEARING A ROOM FOR SALE

Purpose

When a room is departed from, by the occupying guest, it has to be cleaned and made ready for sale to another guest. This can be done only through effective communication channels, which is the basic purpose of the existence of a Guest service control point.

Scope

The call center Associate takes information regarding the departure rooms and pass on the same to the concerned Floor Supervisor -chambermaid. The chambermaid makes the room ready, supervisor check the room physically and then clear the rooms for sale.

In case of maintenance complaints, a JOB ORDER has to be sent to the department, at the same time. This is prepared in triplicate and has the following details –

DATE	Date of the complaint
SL	Serial no.
AREA	Area where the complaint exists
NATURE OF JOB	Description of complaint
RECEIVED AT/BY	Time & person who received the call

First two copies of the JOB ORDER are sent to the Engineering department and an acknowledged copy received back. The third copy is preserved in the book, while the second copy (acknowledged copy) is filed in JOB ORDER FILE.

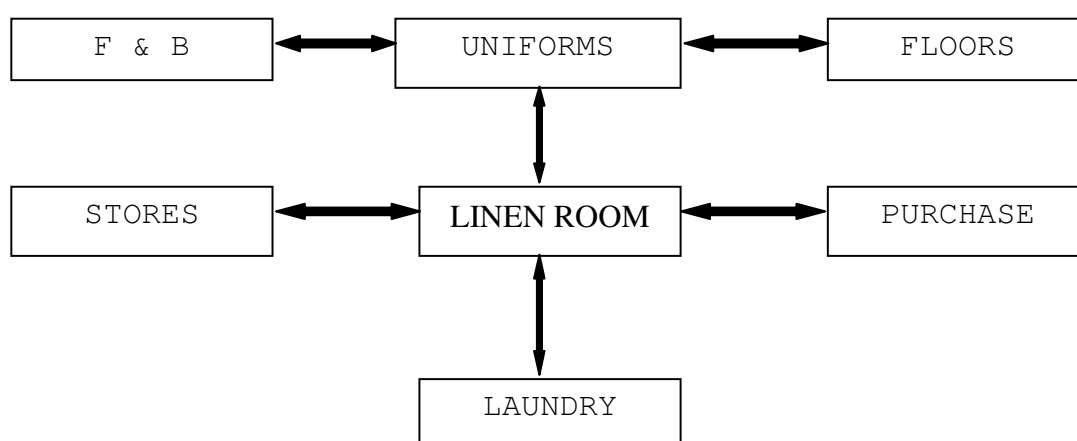
After the time of service, Supervisor should call up the concerned department and check if the same has been done up to the satisfaction of the guest, In case of the service not being provided as yet, the reason should be noted down in the remarks column of the LOG BOOK. Furthermore, the time of service should be taken again for next follow up. This process is to be repeated till the service has been provided to the guest, up to his/her satisfaction. The Supervisor should then call up the guest and check if the service has been provided satisfactorily. At this juncture the Supervisor should also apologize, in case it was a complaint, and offer any other assistance that may be required by the guest.

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3.0 LINEN ROOM

Linen Room, behaves as the back bone of the department. It is this section in Housekeeping indents, stores, issues, controls and accounts for all inventory items in close coordination with other sections. Linen Room handles all the linen, uniforms and amenities of the department, which happens to be one of the most important inventory items. It is the function of linen room to also maintain a stock of all cleaning Chemicals and other consumables.

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3.1 LINEN ROOM OPERATIONS

Linen room's main function is to maintain all the Linen of the Hotel. This includes uniforms, room linen, linen used in restaurants & other F&B outlets, and miscellaneous such as flags, dusters, covers and any other fabric item. Linen room is also responsible for maintaining guest supplies and amenities and issues the same to the other sections of the department. The functions of Linen room are as under –

1. **ISSUING** uniforms to all eligible employees, as per the directives of HRD.
2. **MAINTAINING** uniforms of all the eligible employees and getting them laundered on a regular basis.
3. **STITCHING** of uniforms, in house or through contract, as per the requirements, after procurement of requisite material
4. **GETTING** all the soiled linen washed in laundry, and issuing it as per the requirements.
5. **MAINTAINING** close coordination with Laundry for washing of all items in time, as per the requirement of the user departments.
6. **INDENTING** all guest supplies and amenities for the department's use in guest rooms.
7. **MAINTAINING** an inventory of guest supplies and amenities and issuing the same to the floors, as per the requirement.
8. **CONTROLLING** the use of all inventory items and report any misuse to the concerned for proper rectification in functioning.
9. **CONDUCTING** monthly inventory of all the linen, used in the Hotel
10. **ASCERTAINING** the linen items missing from circulation, during an inventory period, and replacing the same with alternative arrangements.
11. **DISCARDING** any linen item, not fit for use in its present form and using it for some other purpose, as suitable after altering.
12. **PROPOSING** for procurement of fresh material, as per the requirement.
13. **MAINTAINING** the linen store room, in proper condition so that the items stored there in are not damaged and the inventory is maintained.

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3.2 DUTIES & RESPONSIBILITIES OF LINEN ROOM ASSISTANT

1. To exchange uniforms during window timings for all employees on fresh for soiled basis.
2. To check all uniforms for repair and bring it to the notices of the in charge for rectification by the seamstress.
3. To maintain all uniforms in proper condition at all times.
4. To exchange all F&B outlet linen during the prescribed timings on fresh for soiled basis, and maintain the linen exchange forms.
5. To coordinate with laundry in giving soiled linen and taking fresh stock.
6. To collect all soiled linen from floors and replace the fresh stock in the respective pantries, after taking it from the laundry.
7. To check the quality of washing and pressing of linen and report the feedback to the Linen Room in charge.
8. To stack all the items in proper places, according to the departmental procedures.
9. To maintain the Linen Room neat and clean at all times.
10. To strictly restrict any spark, cigarette or highly inflammable item like petrol etc. from being brought into the Linen Room.
11. To bring all the requisitioned items from the Stores on a weekly basis, and stock them properly in assigned places.
12. To issue supplies and cleaning agents & equipments to all the House men/Chambermaids as per the requirements.

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13. To report any anomalies in the issuance pattern, to the Linen Room in charge, immediately.
14. To monitor any misuse of linen on the floors by any of the staff members.
15. To close down the Linen Room as per the procedures followed in the department and make necessary entries in the Log Book for future references.
16. To assist the in-charge in taking periodic inventories of linen.
17. To maintain discipline
18. To wear and maintain the uniform issued by the Organization, improper condition.
19. To attend to any other job assigned as per the exigencies of the work.
20. To observe emergency procedures, whenever required.

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3.3 LINEN EXCHANGE

Purpose

Maintaining the linen of the Hotel is the responsibility of Linen Room. The linen has to be regularly washed, cleaned, and mended for proper maintenance. Moreover, the employees wearing the uniforms should also wear fresh uniforms every day. This is done by exchanging the soiled ones for fresh ones.

Scope

The uniforms are exchanged for washing, removing stains, mending any torn ends and other minor repairs. Exchange is also essential to ascertain the status of the linen with regards to its fitness for use in guest areas.

Procedure

The linen exchanged across the Linen room can be segregated into –

UNIFORMS

F&B LINEN

Although procedure for exchanging of the both types of linen is based on the same logic of FRESH FOR SOILED, meaning all soiled pieces would be replaced by fresh pieces.

Uniform Exchange –

The Linen room attendant opens uniform exchange window during specified timings.

Before opening the window the attendant should check with laundry for all ready uniforms and bring them to the linen room.

The uniforms are received and handed over to Laundry after entering the details **in** EXCHANGE BOOK. The details mentioned therein are as under –

ITEM	description of uniform
DATE	date of laundering
SOILED	no. of soiled pieces given to laundry
FRESH	no. of fresh pieces received from laundry

The no. of pieces of soiled and fresh should tally, as no balance is kept at laundry, unless of an emergency.

The uniforms brought from the laundry are to be then sorted, for individual employees, making a set. E.g. the trouser and shirt of the same employee has to be sorted and stacked together in the rack.

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All sorted uniforms are stacked on the racks, as per the labels on the shelves.

The linen room has to be cleaned of any scrap, pieces, threads etc. before transactions for the day are started.

The window is then opened during the timings specified.

Morning	-	6.30 am	to	7.30 am
	-	8.00 am	to	8.30 am
	-	8.45 am	to	9.00 am
	-	9.20 am	to	9.30 am
	-	10.30 am	to	11.00 am
Afternoon	-	12.00 pm	to	1.00 pm
	-	2.30 pm	to	3.30 pm

Linen room attendant should exchange all soiled uniforms for fresh. The no. of soiled pieces received in the linen room should be exchanged with the same no. of fresh pieces, belonging to the same individual.

The soiled uniforms should be dumped in the linen bins kept in the linen room separately.

Bin 1	white shirts, black trousers, waist coats etc.
Bin 2	Cook cotas, aprons, dusters etc.
Bin 3	sarees, blouses etc
Bin 4	utility uniforms
Bin 5	other color uniforms

The exchange should be done only during the timings and after that the window should be closed. Any exchange to be done after the window timings should be authorized only by the Linen Room in charge or Housekeeping Executive.

Once all the soiled uniforms are received, they should be checked for the following –

STAINS	Stained uniforms should be separately handed over
TORN	Torn uniforms should be rectified before laundering
BUTTONS	All buttons should be stitched before laundering
NAME SLIPS	Name of the employee should be written on uniform

Once all the stained uniforms are received, sorted and checked the same should be handed over to laundry for washing after entering the details in the Exchange book.

After laundering, the uniforms should be collected and processed as explained earlier.

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F&B Linen Exchange

F&B linen has to be exchanged during the following timings everyday –

BANQUETS	8.30 am	to	9.00 am
TULIPS	11.00 am	to	11.15 am
O.U.T	11.15 am	to	11.30 am
B.C & ROOM SERVICE	11.30 am	to	12.00 pm
TORQUE	05.00 pm	to	05.15 pm

Linen is exchanged on fresh for soiled basis, as in the case of uniforms.

However, a LINEN EXCHANGE SLIP has to be filled in duplicate for all such exchange. The details to be filled in the slip are as under –

RESTAURANT	Name of the outlet
TIME	Time of exchange
DATE	Date of exchange
PAR STOCK	Inventory of item in outlet
SOILED LINEN	No. of soiled pieces
FRESH LINEN	No. fresh pieces
DIFFERENCE TO BE RECEIVED	Difference in the above two to Be balanced in next exchange

The slip has all the items printed on separate rows for individual exchange of items.

A copy of the slip is retained with Linen Room and filed for reference and balancing of the loans a short supply.

The items have to be counted and fresh given after counting. Following should be checked at the time of receiving the soiled linen –

TORN	any torn edges or corners
STAINS	any stains, permanent in nature

All such observations should be brought to the notice of the Linen Room In charge and outlet Manager appraised of the same for handling linen with care.

Any persistent misuse of linen may be debited to the outlet, at the sole discretion of Housekeeping Executive.

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Soiled linen should be handed over to laundry for washing, after entering in the Exchange book and the same procedure followed as in the case of uniforms.

Issuing New Uniforms

All new uniforms are issued against UNIFORM ISSUE SLIP, provided by HRD to all the new employees eligible for a uniform.

The slip is in duplicate, one copy of which is sent to HRD Office and the second copy filed for references.

The employees are issued uniform according to the designation and area of work of the employee.

The no. of sets of uniforms issued are mentioned on the slip and signatures of the employees obtained against the same.

This slip is then filed.

The information is then entered in the UNIFORM ISSUE REGISTER, as under

DATE	date of issue of uniform
NAME	name of the employee, whom it is issued
UNIFORM DETAILS	description and no. of pieces issued
SIGNATURES	signatures of the employees

The uniform thus issued is also marked with the individual's name, this is done by stitching a label of the name of the individual on the inner side of the uniform –

SHIRTS	collar
TROUSERS	inside of belt
COATS	waist pocket
SAREES	corner of fall

In case of the uniform not available and required to be stitched, the same has to be authorized by the Housekeeping Executive.

In such cases, a tailor is called from outside on contract and measurements are taken of the employee, before stitching the uniforms

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Stitching of new uniforms/procuring of linen -

In case the required uniforms/linen is not available in the store or the linen room, the same needs to be procured from outside, There is a specific procedure to be followed for procuring of material from outside.

To procure the material, an estimate has to be submitted to the unit Head. This estimate is also termed as Re- Order CHART. The details contained in the chart are as under –

ITEM	description of the item to be procured
SIZE	size of the item required
REQUIREMENT	no. of places, where the item is used
PAR	no. of sets of the item required
TOTAL REQUIRED	par * requirement
EXP.DISCARD	expected no. which may be discarded in 6months
TOTAL REQUIRED	total req + exp discard
STOCK IN HAND	existing quantity of the item
STOCK TO ORDER	total required – stock in hand

This chart once verified by the Unit Head, has to be authorized

This form is then to be submitted along with a Purchase Requisition containing the following information:

FROM DEPT	Housekeeping
DATE	Date of requirement of material
REQD DATE	Date of requirement of material
ITEM CODE	Code of the items (receiving)
ITEM DESCRIPTION	Description of items
UNIT	Unit of items
QTY.REQUIRED	Quantity required to be procured
PREPARED BY	Requisition prepared by
H.O.D	signatures of HOD
APPROVED BY UNIT HEAD	approval by Unit Head

The requisition, once APPROVED BY Unit Head the concerned, should be submitted to Purchase dept. And the material, once procured, can be obtained from stores through store requisitions.

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3.4 INVENTORY MANAGEMENT

Purpose

Taking a periodic inventory helps in keeping track of all the items in the department. Housekeeping has a lot of high value items in use, and keeping a track of these items is important for financial fitness of the organization, forecasting of future requirements, at the same time reviewing the operational controls being exercised in the department.

Scope

Inventory involves taking into account all the items in use. It consists of all linen items, consumables, fixed asset value items, furniture & fittings etc. It enables the department to make an assessment of its performance in terms of control over expenditure.

Procedure

Inventory is taken on the last few days of every month, keeping each day for room linen, F&B linen and Uniforms respectively. This has to be decided in advance and all the concerned notified of the same. The following departments are to be notified of the date and time of inventory –

TULIPS	for fixing up the date/time
ONE UPON A TIME	for fixing up the date/time
ESCAPE	for fixing up the date/time
BUSINESS CLUB	for fixing up the date/time
ROOM SERVICE	for fixing up the date/time
LAUNDRY	for fixing up the date/time
DEPARTMENTAL NOTICE BOARD	for general information
F&B MANAGER	for information
FINANCE	for information and records
GENERAL MANAGER OPERATIONS	for information

In the morning of the day of inventory, counting of all linen items is carried out in the following sequence –

LAUNDRY	fresh & soiled
OUTLETS	before linen exchange, in the outlets
FLOORS	rooms after servicing
PANTRIES	at the end of the shift, soiled & fresh remaining

All items in the laundry are counted, and thereafter any item going out of laundry or coming in is to be noted down for final adjustments in the inventory sheet.

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After laundry, respective floor supervisors are responsible for carrying on the inventory in rooms. Room inventory is done once it is cleaned by the chambermaid. All the soiled linen from the rooms is collected in the respective floor pantries. At the end of the morning shift, all the soiled linen collected in the pantry is also counted along with any fresh items remaining. This account is then summed up for arriving at the total inventory figure of room linen.

Meanwhile, an inventory is carried out by the Linen Room personnel in each outlet, counting all their soiled as well as fresh linen. This exercise is carried out before the regular linen exchange timings, so that the normal operations do not suffer. This is then added with the no. of pieces available in the linen room and laundry

Similarly uniform inventory is carried out between laundry and linen room. This figure is added to the number of pax using uniforms, as each individual has a set of uniform with him/her.

However, the total figure includes the inventory figure of items present in the stores, as well. This inventory is also carried out by Linen room personnel, during the day. This figure has to be added to the total inventory figure of items in circulation to arrive at the total stock inventory.

All these figures are consolidated and tallied with the last month's closing figure and receipts, if any. The sum of all inventory figures is added to the no. of pieces discarded and the grand total subtracted from the closing + receipts figure to arrive at the missing figure.

Closing bal. + receipts – (stores + circulation + discard) = missing

All the figures arrived at are presented in the monthly MIS & E.H.K MIS of the department.

The Inventory sheets prepared are enlisting of all the inventory items according to their respective locations. The sheets contain the following inventory items in the rooms, and are counted for each individual room – floor wise.

Mattress	single/double
Mattress protector	single/double
Mattress Topper	single/double
Bed sheet	single/double
Duvet	single/double
Duvet Cover	single/double
Bed Runner	single/double
Pillows	soft
Pillow Cover	
Bath towel	
Hand towel	
Bath mat	

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Face Towel

Bath Robe

Pool Towel

Iron Board & Box

E- Safe

W-Scale

Hanger

Wooden / Clip

Kettle set

Kettle Tray / Sachet holder / Service Tray

Coffee Mug

Drip Bowl

T-Spoon

Mini bar

Dust bin SS

Television

remote

Glasses

Hi Ball/Gargle

Curtain

heavy/sheer

Shaving Mirror

Hair Dryer

Telephone

Room/ Bath Room

Photo frames

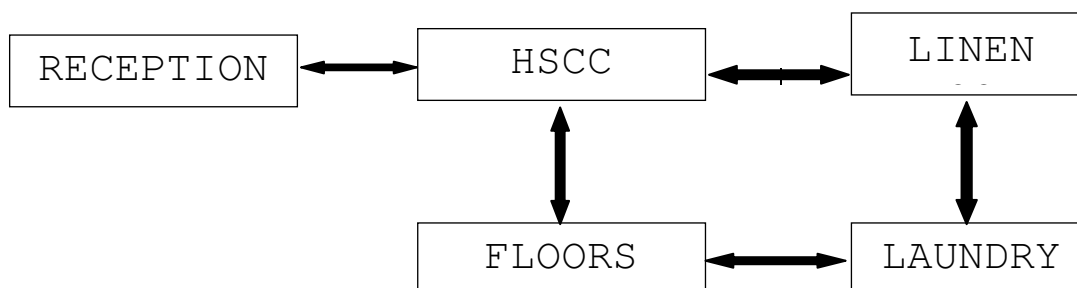
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4.0 FLOORS

Guest rooms are located on the floors. These areas form the major part of the department's operations. Floors require the maximum share of the department's manpower and a strict monitoring of quality of the services provided.

In normal use, the term 'floor' is used for addressing all the rooms on a particular floor/area, collectively.

INTERDEPENDENCE



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4.1 FUNCTIONS ON FLOORS

The floors are responsible mainly for cleaning of rooms. The details of the responsibilities the person deputed on the floors are as under -

1. CLEANING of departure rooms, in the prescribed manner, making it ready for sale.
2. CLEANING and maintaining of guest rooms, as per the prescribed standards.
3. PROVIDING other services to the guest, on request, as per the departmental procedures.
4. CLEANING and maintaining of prescribed standards of cleanliness in all corridors and other common areas, on the floor.
5. CLEANING of all wall marks/stains, in the floor.
6. RECTIFYING any minor maintenance problem, like changing of fused bulbs, or alternatively passing on the same to the HSCC for proper action.
7. CLEANING and setting of floor pantry and trolleys.
8. TAKING an inventory of all items on the floor, on a monthly basis.
9. IDENTIFYING rooms for preventive maintenance.

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4.2 RESPONSIBILITIES OF A CHAMBERMAID/HOUSE MAN

1. To attend the briefings, on time, in proper uniform
2. To take custody of the master Cards, as per the requirement and keep a tight control over it.
3. To set up the trolleys as per the departmental procedures and maintain it neatly at all times.
4. To properly clean all the areas including Guest room & toilets, corridors, walls, General areas, stairs, public areas, executive offices in accordance with the assignments, as per the departmental procedures.
5. To maintain the cleanliness of the area up to the prescribed standards.
6. To use all the equipments properly, as per the directions of the supervisor and ensure safety and security of the equipment.
7. To store all the equipments used. In the designated areas only, after the operations are over.
8. To use all cleaning agents in the manner explained by the supervisor, and adhere to the guidelines given on the procedures.
9. To maintain the pantries in hygienic condition and ensure that all the items are stacked neatly at all times.
10. To refrain from touching, guest article while cleaning a room, and in no case use or take it.
11. To greet the guests according to the time of the day.
12. To assist the guest in any requests made by him/her.
13. To behave courteously in all public areas.
14. To prepare guest rooms for sale, by placing all the supplies and amenities as per the directions of the Supervisor.
15. To answer all phones within one ring and use standard phrases, as per the instructions of the supervisor.

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16. To control wastage and reduce costs in the departmental expenses.
17. To attend to all wall stains and carpet spots, in the assigned areas, as per the directions of the Supervisor.
18. To hand over any unclaimed article left by the guests, to the supervisor, as lost & found.
19. To give feedback to the supervisor on items missing or damaged in the assigned area.
20. To maintain discipline
21. To wear and maintain the uniform issued by the Organization, in proper condition.
22. To attend to any other job assigned as per the exigencies of the work.
23. To observe emergency procedures, whenever required.

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4.3 LOST & FOUND PROCEDURE

Objective: To make them familiar with the lost & found procedures.

The term lost & found refers to the articles, cash or it may be simple thing, left by the guest either in rooms or in public areas and found by the staff. Occasionally sometimes items are left behind by the guest while leaving the hotel. Depending on the nature and value of the item the guest might get in touch with the hotel for return of the item. It is the duty of all the employees of the hotel to protect the guest articles and see that they are handed over to the guest as per the procedure of the hotel. Security Manager/Officer is ensured with the duty of safeguarding the items with proper records/documentation.

1. If any article is found, it should be intimated to the immediate supervisor. Articles like soiled clothes to be washed and stored. The supervisor has to enter the details of the found article in the computer system to update the same. The housekeeping department informs to the guest about the found article thru SMS/e-mail/letter.
2. The item to be stored safely under lock and key facility. Article worth below Rs 500/- is kept with the Executive House Keeper/Deputy Executive House Keeper for period of 6 months. In case no claim by the guest, the article is given to the founder.
3. Articles or currency worth above Rs 500/-, and any valuable items like gold etc. to be handed over to the Security Officer/Manager to keep in the safe custody, and information is passed on to the duty manager at the same time. Duty Manager contacts the guest and informs about the lost and found article. In case there is no claim by the guest for a period of six months, the item is auctioned and the fund is transferred to staff welfare fund.
4. The lost and found records are subjected to audit at any time for verification by Finance /Accounts department.

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4.4 CLEANING A GUEST ROOM

Purpose

One of the basic functions of the department is to clean rooms for guests. Each room has to be cleaned so that the guest gets a fresh feeling for whatever time he/she is there in the room.

Scope

Cleaning of room involves, cleaning of all fittings & fixtures, changing of all linen, cleaning of the carpet, cleaning of bathroom, replenishment of all guest supplies, collection of laundry and any other service required by the guest. All this has to be done within the minimum possible time without causing any discomfort to the guest and with the highest possible standard.

Procedure

The guest room has to be cleaned in the following manner –

The house men/chambermaid should press the doorbell. Once it rings, he/she should announce *“Housekeeping”*

In case there is no response, the above maybe repeated twice, if the bell does not ring or there is no response at the door for three times, the chambermaid may open the door with the master Card, slowly and check if there is anybody in the room.

In case there is somebody in the room, the procedures to be followed are elucidated in section 14.5.

Once the room is found to be empty, the chamber maid should keep the door open and pull the trolley in front of the door. She should remove any cards hanging on the door knob and hang it on the back side of the door. She should go on to check all the lights then switch off the A/C, draw curtains and open the windows. In case of any light not working, the same should be passed on to the HSCC, immediately.

The chambermaid should strip off the bed, collect all the soiled linen / trash from room & bathroom and put it in the soiled linen Trolley kept in service area / Mother Trolley. She should also update her section book with the following information –

Room No	room which is being cleaned
Time in	time of entry in the room
Time out	time when the room is left

The chambermaid should then dust all the furniture and fixtures with a clean duster and then vacuum clean the floor after removing the dust and garbage in the dustbin.

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She should then bring the fresh bed linen from the trolley / Pantry along with all supplies that need to be replenished in the room. The bed linen should be kept on the bed and all supplies put in proper places.

The Bed has to be made by putting the sheets in the following order from bottom –

1. Bottom sheet bed sheet tucked under the mattress
2. Duvet with Cover

The pillow should then be put in fresh pillow slips and put on the bed with the opening of the slip not facing the door of the room.

Once the bed is made it should be tight and no sheet should be loose. There should be no creases on the sheet and the same should be spotlessly clean.

The Chambermaid carries Plastic Bowl and the below items are to be cleaned in the wash basin before the chambermaid proceeds on to clean the bathroom.

Ashtrays	washed and wiped dry
Hi ball glasses	washed and wiped dry
Gargle glasses	washed and wiped dry
Acrylic tray	washed and wiped dry
Coffee Mugs/ Drip Bowl	washed and wiped dry
Tea Spoons	washed and wiped dry

All the above articles should be replaced in their original places, except for those articles that are kept in the bathroom itself. Such articles should be placed outside the bathroom and replaced in their original places after the bathroom is cleaned.

The chambermaid should clean the vanity counter by using chemical ,scrub the vanity counter wash basin tap fixtures with nylon scrubber than wash with generous amount of water wipe dry with duster the entire vanity counter, no water marks in chrome fixtures or the vanity counter.

The chambermaid should then proceed to clean the bathroom by wiping all the tiles and fittings with Chemical. The same should be done for the cubical as well. The fittings and the tiles should then be dried with the help of a clean duster, after washing down the entire Chemical.

The water closet should then be cleaned with the W/C brush using Chemical. It is important that the W/C should be spotless and disinfected.

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The mirror in the bathroom should be cleaned with a clean dry duster and any stains removed. The wash basin top and the basin should then be cleaned.

Fresh supplies should be brought and placed in the bathroom, at their respective places.

The floor should be wiped to make it completely dry and the chambermaid should close the bathroom door behind her as she comes out of it.

Now that the room has been cleaned, the chambermaid should observe the room to check if something is out of place or is yet to be cleaned. Once satisfied with the cleaning of the room, she should put the curtains back, with sheer curtain covering the whole window and heavy curtains 12 inches apart at the center of the window.

The Chambermaid can then come out of the room, closing the main door securely behind her, and update the out time in section book.

The supplies kept in the room are as under –

SOAP DISH	1 no.	wash basin counter
SOAPS	3 no.	Cubical/ Soap Dish & Tray
SHAMPOO	1 no.	supplies tray
BODY LOTION	1 no.	supplies tray
TOILET ROLL	2 no.	w/c roll spindle, counter
DENTAL KIT	1 no.	supplies tray
SHAVING KIT	1 no.	supplies tray
FOR YOUR CARE KIT	1 no.	supplies tray
COMB	1 no.	supplies tray
GARGLE GLASS	2 no.	supplies tray
COASTERS	2 no.	beneath the glasses
DISPOSAL BAG	1 no.	waste bin
TISSUE BOX	1 no.	wash basin counter

Guest Stationery Supplies

GUEST FOLDER	1 no.	in the writing table
HOUSE RULES CARD	1 no.	inside the folder
LETTER HEAD	3 no.	inside the folder
ENVELOPE	3 no.	inside the folder
SCRIBBLING PAD / WITH HOLDER & PEN	1 no.	in folder, bedside table
GUEST COMMENT FORM	1 no.	inside the folder
ROOM SERVICE MENU		

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CARD	1 no.	in the writing table
INTERNET CORD WITH BAG	1 no	in the writing table
GLASS	4 no.	beside on the kettle
GALSS COASTERS	4 no.	beneath the glasses
ACRYLIC TRAY	1 no.	beside on the kettle
SEWING KIT	1 no.	dresser table drawer

Laundry Bag With

PRICE LIST	2 no	luggage rack lower shelf
SHOE MITT /SHOE SHINE	2 no	luggage rack lower shelf
GOOD NIGHT CARD	1 no	night bed open corner
MINT	1 no	with the good night card
MATCH BOX	1 no	table drawer
BROWN PAPER IN DUSTBIN	1 no	in dustbin
D N D CARD	1 no	inside knob of main door
COLLECT MY LAUNDRY CARD	1 no	inside knob of main door
CLEAN MY ROOM CARD	1 no	inside knob of main door
ASH TRAY	1 no	table drawer
PICTURE FRAMES	2 no	wall

Supplies on Guest Request

i. Coconut Oil	xi. Hot Water Bag
ii. Shower cap	xii. Hard Pillow
iii. Loofah Pad	xiii. Bar Soap
iv. Tissue paper	xiv. Tongue cleaner
v. Nail Cutter	xv. Plastic Stool & Chair
vi. Scissors	xvi. Bath Robe
vii. Bathroom Slipper	xvii. Face Towel
viii. Sanitary napkin	xviii. Shaving Brush
ix. Anti-Skit Mat	xix. Bucket & Mug
x. Rubber Sheet (Baby care)	xx. Safety Pins

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Guest in the room, while cleaning –

In case the guest answer the door, when the chambermaid goes to knock. The following procedure should be adopted.

The chambermaid should politely wish the guest and ask if she could clean the room, using the standard phrases mentioned in the annexure.

In case the guest refuses, the chambermaid should excuse herself and apologize for disturbing the guest. She should also ask the guest –

“Around what time would you like me to clean the room “

She should then ensure that the room is cleaned at the prescribed time.

In case the guest agrees for cleaning the room, she should follow the procedure as explained in section 14.3.

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4.5 CHECKING AND RELEASING A ROOM

Purpose

A room once cleaned has to be checked by the Supervisor and authorized for release to Front Office for sale. This is important as this acts as quality control *measure* and eliminates possibilities of release of an improperly cleaned room.

Scope

The Supervisor has to check the room in all aspects of cleanliness, hygiene and working of various fittings & fixtures. Any malfunctions or lapses on part of the maid should be rectified and the concerned person briefed accordingly, by the Supervisor.

Procedure

The supervisor should check with Chambermaid on the status of rooms being cleaned. Any room that has been cleaned by the maid should be checked as per the following procedure.

Supervisor should ring the doorbell and wait for somebody to answer, at least three times announcing "HOUSEKEEPING" each time. In case, guest answers the door the Supervisor should wish him/her according to the time of day and inquire if the guest is comfortable and the room has been cleaned up to his/her satisfaction or not. Any grievances should be addressed, immediately and up to full satisfaction of the guest.

In case the door is unanswered, Supervisor may open the door with the master card and announce himself and check for somebody is inside. If somebody is found inside, Supervisor should immediately apologize for intruding and explain that nobody answered the door. The Supervisor should also check if everything was all right and the guest needs any assistance.

Once the room is found to be vacant, Supervisor can proceed on with checking it.

The room should be checked on the following standards –

Main Door -

Door clean from inside and outside	c/maid
Number plate cleaned	c/maid
Door frame cleaned	c/maid
Lock operational and cleaned	Engg. & c/maid
Safety latch working & clean	engg.& c/maid
Calling bell working & switch plate shining	engg.& c/maid
Knob card's clean and hanging at the backside	c/maid
Entrance bulb working	engineering
Key tag holder working	engineering

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Wardrobe -

Laundry Bag / Price List	c/maid
Shoe mitt/ Shine	c/maid
Doors	engineering
Dusting done from both sides	c/maid
Hangers cleaned & placed (8 nos & 2 Clip)	c/maid
Hanger rod clean	c/maid
Pillow with fresh slip on the shelf	c/maid
Floor clean	c/maid
E- Safe Working / Clean	c/maid
Iron Board / Box	c/maid
Dresser Area	
kettle clean / wipe	c/maid
Coffee mug / Drip Bowl	c/maid
Hi ball Glass Clean / Wipe	c/maid
Amenities Tray Clean / Wipe	c/maid
Tea Spoon Clean / Wipe	c/maid
Hospitality Tent Card	c/maid
Luggage rack clean	c/maid

Writing Table –

Table top clean	c/maid
Drawers clean (*)	c/maid
1 neat guest folder	c/maid
3 letterheads	c/maid
3 envelopes	c/maid
1 guest comment card	c/maid
Guest Carry Bag	c/maid
Sewing Kit	c/maid
Internet cord with bag	c/maid
Chair clean and in place	c/maid
Waste bin clean and liner	c/maid

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T.V. Ledge area -

T V dust free	c/maid
All channels working	c/maid

Sitting Arrangement –

1 Coffee table clean & in place	c/maid
1 Chairs clean and in place	c/maid
1 T.V Remote	c/maid
1 Magazine	c/maid

Beds –

Head board clean	c/maid
Bed made with fresh linen	c/maid
Pillows properly placed	c/maid
4 nos in rooms	

Bedside table –

Table top clean	c/maid
All switches clean and operating	c/maid
Telephone working	engg.
Telephone clean / wipe	c/maid
1 Scribbling pad with holder	c/maid
1 Pen	c/maid
All electrical fittings clean & working	c/maid
All switch plate's clean	c/maid
Wall pictures clean	c/maid
A/C grill clean	c/maid
Ceiling free of cobwebs	c/maid
Windows and glass panes clean	c/maid
Window sill clean	c/maid
Drapes in place	c/maid
Floor vacuum cleaned	c/maid
Room smelling fresh and clean	c/maid
Eco Friendly Tent Card	c/maid

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Bathroom –

Doors clean from both sides' c/maid
 Coat hook & opener to be cleaned c/maid

Counter –

Wash basin clean c/maid
 Fittings shining c/maid
 Counter clean c/maid
 Mirror & frame clean c/maid
 1 clean soap dish with soap c/maid
 Acrylic tray clean & with soap c/maid
 Electric socket clean and working c/maid
 Shaving Mirror clean / Wipe c/maid
 Hair Dryer Working / clean c/maid
 1 Body Lotion c/maid

2 Gargle glasses clean c/maid

Water closet cleaned from inside and outside c/maid
 Toilet seat and cover cleaned c/maid
 2 toilet rolls:- 1 in spindle 1 on the counter
 Waste bin clean c/maid
 1 disposal bag, along the side of the waste bin c/maid

Cubical Area –

Shower head clean and shining c/maid
 Fittings shining c/maid
 Tiles clean and dry c/maid
 Towel rack clean and shining c/maid
 3 bath towels on the rack c/maid
 3 hand towels on the counter c/maid
 3 Face Towel c/maid
 1 Shampoo c/maid
 1 bath mat on the side of the tub c/maid
 1 soap in the Cubical c/maid
 All bathroom switch plates clean c/maid
 Floor clean and dry c/maid
 Bathroom smelling fresh and clean c/maid

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VIP & SUITES –

Flower arrangement placed

c/maid

Fruit basket placed

c/maid

The pointers with (*) are only for the checked out rooms, to be prepared for a fresh arrival, however, all the points are valid for the rooms and the Supervisor has to check them meticulously before releasing any room.

In case of any of the criterion not coming up to the satisfaction level of the Supervisor, the same should be rectified by the concerned person and then only the room be released.

Supervisor has to allocate jobs to chambermaids, depending on the priority of rooms to be cleaned, as under –

1 st priority	departure rooms
2 nd priority	request rooms (guest requests)
3 rd priority	VIP rooms & suites
4 th priority	other rooms.

Supervisor also has to take special requests for urgent rooms and specific rooms from the HSCC and process the same accordingly. In any case, cleaning of a room should not take more than 25 minutes by one person.

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4.6 CLEANING OF OTHER AREAS ON FLOORS

Purpose

Floors also comprise of areas other than rooms. These areas include corridors, lift landing areas and niche areas. Such areas also required the same amount of attention as the room requires and specific procedure is to be followed for their cleaning.

Scope

Other areas on the floor are to be regularly cleaned and checked by the Supervisor to ensure that the decor of the floor is maintained. It is also important that the areas are checked for proper lighting; painting and any artifacts kept there should be properly arranged.

Procedure

The procedure for cleaning the individual areas is as under –

Cleaning of corridors –

The corridors are cleaned, in the first hour of the starting of the morning shift, in Housekeeping. All the floor corridors are carpeted and hence, vacuum cleaning is done within an hour of starting of morning shift. All the corners in the corridors are manually cleaned with the help of a carpet brush, removing the dust and other objects accumulated in the corners.

The Supervisor should check the following, in the corridor –

Carpet vacuum cleaning done	c/maid
Walls free of stain and cobweb	c/maid
False ceiling, proper	c/maid
Paint touch up done	projects

The Supervisor should ensure that any wall marks are removed immediately, as elucidated in section 19.3

Any cracks, leaks or other damages to the ceiling should be immediately reported to the Engineering/projects department through HSCC, However, in case of a leak, it should be ensured that the carpet beneath the leak is not getting spoiled by putting a tray over it for collecting the liquid.

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Cleaning of niche area –

Any separately enclosed area is the niche area. On each floor, in front of the Quality Suites, lies a niche area. The niche area should be cleaned daily and it should be ensured that no dust is settling in the area. All the corners are to be cleaned properly and artifacts/planters kept in the area are to be cleaned properly. In case of brass planters kept there, the same should be polished the leaves of the plants should also be wiped clean of any dust.

The Supervisor, should check the following while taking rounds of the floor –

Niche area clean	c/maid
Artifacts in niche area, clean	c/maid
Dusting of the whole area done	c/maid
No cobwebs in niche area	c/maid
All lights working	engg.
Paint touch up done	engg.

Cleaning of lift lobby area -

Lift lobby area is the area in front of the guest lifts, on each floor. This area has to be cleaned and maintained properly, as under –

Carpet vacuum cleaned	c/maid
Furniture dusted and in place	c/maid
Wall next to elevator clean	c/maid
Area besides the lifts clean	c/maid
No cobwebs in lift niche area	c/maid

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4.7 PANTRY CLEANING AND TROLLEY SETTING

Purpose

For the House men and chambermaids to be able to function properly, it is imperative that the floor pantries and trolleys are cleaned and set in the prescribed manner. Pantries and trolleys stock all the items necessary for cleaning a room and other areas on the floor and hence proper stacking of the same is important.

Scope

Cleaning of pantry involves stacking of linen, cleaning equipments and agents etc. in their respective places for everybody's convenience. It also involves keeping the pantry clean and free from pests and infects ants so that no damage is caused to the items stored therein. Trolley setting involves, stacking of trolley with all the items that would be required for cleaning a room. Proper stacking of trolley saves a lot of time for the chambermaid, during the cleaning of room.

Procedure

Pantry cleaning involves following procedure –

At the end of each shift the chamber maid should clean the pantry. Cleaning of pantry involves the steps as mentioned hereunder –

- 1.Cleaning of all the racks
- 2.Stacking of fresh linen on the shelves
- 3.Removing of all waste
- 4.Cleaning of all corners and cupboards
- 5.Sweeping of the floor of the pantry
- 6.Cleaning of all extra beds and other furniture kept in the pantry

Once all the above has been done, Supervisor should check the pantry and lock it after closing all the windows and other electrical equipments.

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Baby Trolley setting involves the following items to be stacked on the trolley –

S.No	Particulars	Maximum stackable stock
1	Disposal Bag	6
2	Toilet Roll	4
3	Dental Kit	5
4	Shaving Kit	5
5	Tissue Paper	5
6	Shower cap	5
7	Guest Soap	10
8	Hair Oil	10
9	Combs	10
10	Bio-Apple	03
11	Bio-Lotion	03
12	Hair Shampoo	10
13	Body Lotion	10
14	Talcum powder	02
15	For your care kit	05
16	Sewing kit	05
17	Envelope	10
18	Guest Letterheads	10
19	Guest Suggestion Form	03
20	Rules Card	03
21	Scribbling pad Holder	02
22	Scribbling pads	08
23	Pens	03
24	Coaster	20
25	G.M Complimentary card	10
26	Tea bags	20
27	Nescafe	20

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28	Sugar	20
29	Everyday Creamer	20
30	Equal / Relish	20
31	Stirrer	10
32	Room Service menu card	01
33	Shoe shine strip	10
34	Laundry bag	04
35	Carry bag	02
36	Bottle opener	05
37	Knob Cards	03 + 03 +03
38	Mach box	05
39	Loofah pad	02
40	Dust bin liner	05
41	Snacks	14
42	Bar chocolates	04
43	Toffees	01 Kg

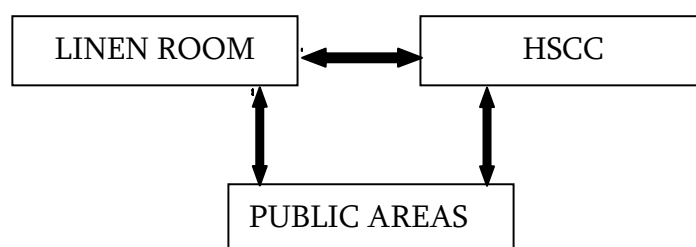
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5.0 PUBLIC AREAS

Public areas are those areas in the hotel which are frequented by the guests and the visitors, without any hindrance, other, public areas act as a showcase of the hotel, providing an impression of the upkeep of the whole hotel, to all the visiting guests. These areas include Lobby, Corridors, pre -function areas, Staircases, Guest elevators, shopping arcade, Restaurants & outlets, Executive offices etc.

Cleaning of such areas in a methodical and systematic way plays an important role in building up of the hotel's image.

INTERDEPENDENCE



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5.1 FUNCTIONS IN PUBLIC AREAS

The functions carried out in Public Areas are as under –

1. **CLEANING** of all public areas, and maintaining them in proper condition.
2. **MOPPING** of lobby, continuously to maintain the area neatly.
3. **CLEANING** of all common rooms and maintains them in proper condition.
4. **KEEPING** the guest elevators clean at all times at regular intervals.
5. **CLEANING** of all executive offices.
6. **KEEPING** the pantry clean and properly stacked at all times
7. **PLACING** and changing of the plants in various areas, as per the advice of the horticulturist.
8. **CLEANING** and maintaining all f & b outlets, banquet halls and pre-function areas.
9. **CARRYING** out special decorations during various celebrations and festivals in the Hotel.

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5.2 PUBLIC AREA CLEANING

PURPOSE

Public areas comprise of all the areas which a guest can use. It includes the Lobby, Corridors, Staircases, and Restaurants etc. Cleaning of all these areas is very important as a guest gets an impression of the hotel from such areas. These areas are the most frequented ones and act as a showcase for the hotel.

SCOPE

Public areas are to be maintained clean, without causing any disturbance to the movement of guests. Public areas are continuously getting dirty due to the heavy movement of guests, and therefore it is more important to have a constant vigil in the area. All the cleaning activity should be carried out in a manner so that no regular operation is disturbed. Public area team is also responsible for cleaning of Executive Offices, Shopping arcade, Banquet halls etc.

PROCEDURE

Cleaning of Public area is carried out as under –

As soon as the morning shift starts its operations, in the public areas House men should check the pantry in the Men's room in the lobby opposite to the guest elevators.

The following items should be checked in the pantry, and anything not proper should be replaced from the Linen Room.

The first job to be carried out in the public areas is to clean all items in the lobby. Refer section 21.3

In the meantime, all the Executive offices are to be cleaned by one of the House men. The following jobs are to be carried out in the Executive offices –

1. Cleaning of waste bin.
2. Cleaning of the floor.
3. Cleaning of the table/chair/other furniture.
4. Cleaning of wall marks/stains/cobwebs etc.
5. Spraying of room freshener in the office.
6. Any other job specified by the Executive in charge.

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While all the above activities are in progress, dry and wet mopping should be done alternatively, without any breaks. This activity should continue throughout the day, and the same person may be asked to clean the toilets on a regular basis.

Cleaning of banquet & executive offices has been done, cleaning of outlets is taken up.

All the outlets are cleaned in the following manner –

Any cobwebs or marks on the wall or ceiling to be cleaned, as explained in section 20.3

All furniture to be wiped clean and any marks removed thereof.

All the counters, lights etc. to be wiped cleaned and any dust removed.

All the fittings and fixtures to be cleaned

Carpet or the flooring of the cleaned properly, as per the requirement, i.e. mopping for tiled flooring and vacuum cleaning for carpets

In case of any banquet going on, a house man should be posted in the banquet area for cleaning of the same, as and when required.

After finishing all of the above, a special cleaning schedule is followed for each day of the week.

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The special cleaning schedule to be followed is as under –

DAY	MORNING SHIFT	LATE DUTY / SECOND DUTY	NIGHT DUTY
Monday	Bath fitting polishing tiles scrubbing bath room floors scribbling bath room doors wiping water closet outer area	North block staircase scrubbing, Scatting Cleaning	Bar granite scrubbing, Bar counter area tiles scribbling
Tuesday	Wall stains, Window sills	South Block Staircases Scrubbing.	Main pouch scrubbing
Wednesday	Window Grooves & Panes	Service areas Scrubbing skirting cleaning Window glass cleaning	Chancery back area scribbling, Toilets through cleaning, Staircase scrubbing
Thursday	Head Boards, Lounge Chairs Activity Chairs lamb shades Vacuuming & Wooden grills	Floor balconies scrubbing window glass cleaning service area pipes cleaning cobwebs in	Tulips Granite scrubbing. Reception counter beading cleaning.
Friday	Room Skating A/C Grills Mini bar cabinet	Terrace garden staircase toilets through cleaning guest lift landing area	Escape toilets lobby Banquets tolites through cleaning
Saturday	Under furniture floor mopping thoroughly	Terrace garden service area cleaning from lift room tailors area window cleaning	Pref unction area to lobby floor scrubbing
Sunday	Bath fitting polishing tiles scrubbing bath room floors scribbling bath room doors wiping water closet outer area	B.C Lounge floor tiles scrubbing window a/c grill Toilet through cleaning	OUT floor scribbling

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WALL MARKS REMOVAL

PURPOSE

Wall marks are the most distracting feature that any wall can have. It projects a bad image about the upkeep of the place. It is very important to remove the wall marks, in order to maintain a decent image of the upkeep of the Hotel, as well as to incur minimum damage to the walls.

SCOPE

Wall marks should be regularly checked in all public areas and rooms, as well. Any mark found should be treated promptly, without causing any damage to the wall. The cleaning agent to be used should be of a very mild nature and should not effect the color or texture of the wall in any manner.

PROCEDURE

The following procedure should be undertaken to clean wall marks

Two buckets should be taken and half filled with water. In one of the buckets, add 10ml of Taski R2 and work up froth. The foam should be worked up by churning the water, with hands.

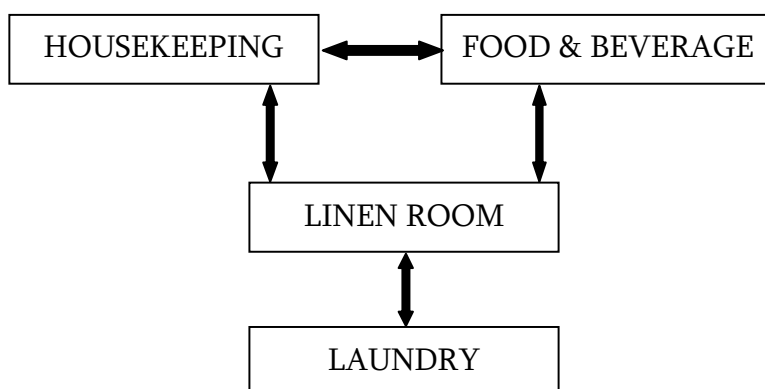
With the help of a sponge, apply the foam to the stained area on the wall. Let the area be left like that for 2 minutes, for the foam to act on the stain. After two minutes, the foam should be removed from the wall, with the help of a wet duster. The stain on the wall should not be present there, anymore. In case it persists, foam should apply once again and left for some more time. This procedure should be carried out till the stain disappears. Once the mark is not found on the wall, it should be wiped clean with a dry duster. In case the stain does not go from the wall, even after consistently applying the solution, it may be worthwhile to consider getting a paint touch up done.

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6.0 LAUNDRY

Laundry is the section which takes care of the requirements of washing, pressing & dry cleaning in house itself. This section plays a major role in providing the department it's effectiveness. All the linen to be used by the department has to be washed and supplied on time by laundry. The section also caters to guests and there by generates revenue for the Hotel, as well. However the major user of the section is Housekeeping itself for all laundering requirements of Linen, uniforms and upholstery.

INTERDEPENDENCE



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6.1 FUNCTIONS OF LAUNDRY

Laundry section of Housekeeping has very specific and definite area of functioning. The area of Laundry's excellence lies in cleaning all the linen of the Hotel as well as for the guests, incurring the minimum possible costs without affecting the quality of output provided.

1. **CLEANING** of all in house linen, in coordination with Linen Room
2. **LAUNDERING** of all guest articles, as per their requests
3. **DRY CLEANING** of all suitable articles or as per guest requests
4. **REMOVING** any stains from linen items, as per the requirement
5. **MAINTAINING** close coordination with Maintenance department for upkeep of all the machinery
6. **COORDINATING** with Linen Room to ensure timely supply of fresh supply as per the requirement

6.2 FUNCTIONS OF LAUNDRY VALET

The following are the functions of Laundry Valet –

1. To collect all guest laundry, on receiving request from the HSCC or the guests.
2. To behave courteously in public areas.
3. To greet all guests according to the time of the day.
4. To check, sort, tag and put the clothes for laundering as per the instructions of the guest and the in charge.
5. To wash and check all washing cycles and ensure that all the procedures all followed properly.
6. To control the use of the detergents and other chemicals to the required levels.
7. To dry clean the articles on instructions, as per the departmental procedures.
8. To coordinate with Linen Room for smooth inflow of soiled linen and issuance of fresh.

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9. To check all the machines and report any malfunction to the in charge, immediately for rectification.
10. To remove stains from the articles under the directions of the in charge as per the departmental procedures.
11. To take care of all the equipment and ensure it's safety and proper use.
12. To clean the machines regularly as per the directions of the in charge.
13. To maintain records of all washing activities, including number of pieces laundered.
14. To ensure that all articles are handled carefully, so as not to damage them.
15. To charge all guest laundry accordingly and raise the necessary bill vouchers.
16. To key in all the charges in the computer against the respective room numbers.
17. To hand over the charged bill vouchers to the Front Office Cashier & Accounts at the end of the day, as per the departmental procedures.
18. To deliver all guest laundry, as per the requirements of the guest.
19. To maintain the laundry on hold as per the departmental procedures and update the relevant records.
20. To restrict any unauthorized personnel from entering into the department.
21. To shut down all machines and switch off all equipments and lights before closing the department as per the procedure followed.
22. To strictly restrict any spark or cigarette from being brought into the department.
23. To maintain discipline
24. To wear and maintain the uniform issued by the Organization, in proper condition.
25. To attend to any other job assigned as per the exigencies of the work.
26. To observe emergency procedures, whenever required.

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6.3 HANDLING GUEST LAUNDRY

PURPOSE

Guest laundry is a revenue earning proposition. It helps the department is generating some revenue. At the same time it also adds to the guest's comforts, by providing time efficient and quality conscious laundering services. Handling such laundry, it is important that proper procedures be laid down and followed for achieving the objectives of providing this service to the guests.

SCOPE

Guest laundry handling involves collecting, tagging, sorting, laundering, charging and delivering of clothes. The whole process has to be done in an error free manner, as any damage to the guest laundry reflects very poorly on the service standards of the Hotel.

PROCEDURE

The guest laundry, is collected in either of the following manner

- Collected by the chambermaid
- Collected by the laundry valet

In case the laundry is collected by the chambermaid, or a call is received from the guest, the information is passed on to laundry through laundry mobile through HSCC. Then the Valet goes to the floor for collection of laundry / Guest room or lying with the chambermaid has to be collected and the corresponding room no. to be checked on the laundry pries list .In case of laundry to be collected from the guest room, directly the valet should ring the doorbell and announce himself –

“Laundry”

On the door being answered by the guest, valet should greet the guest and ask for laundry using the following phrases –

“Good morning sir / madam. ”

“May I collect your laundry ”

On collecting the laundry, the valet should thank the guest and leave.

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On getting the laundry to the department, the same should be notified to the HSCC & Close the call in the mobile for updating of record purpose. The valet in-turn, should update the following information in the GUEST REQUEST REGISTER –

For pressing requests

Room no.	Room no. of the guest
Collected by	name of the person collecting
Delivered by	to be entered after delivery (name)
Special instructions	if any, at the bottom of the page
Delivery timings	timings during which delivery was done

Once the laundry is collected, it has to be put in the laundry bags and the corresponding room no. should be put boldly on Laundry price list across it. Simultaneously, the no. of pieces should also be mentioned there in. After all the bags have been clearly marked, the valet on duty should proceed with the preparation of bills. All the bills should be posted in to the systems.

A tick mark () is placed in the GUEST REQUEST REGISTER against the room no. to signify that bill has been raised for the corresponding laundry. A cross against the tick further signifies that the bill has been posted in the computer.

In the meantime, all the laundry is to be sending to the tagging section in laundry. Here, two functions are carried out. Firstly, all the laundry pieces are cross checked with the figure on the laundry bag. Any discrepancy at this stage has to be brought to the notice of the valet or laundry in charge. Once all the checking is completed, a small square piece of cloth is attached should bear the room number of its origin.

After tagging, the pieces are sorted under different categories as under –

White colors	strictly white pieces
Light colors	light shades
Dark colors	dark hues, which may leave color
Dry cleaning articles	pieces to be dry cleaned

At this time itself, areas should be identified and marked for any accumulated dirt and stains. These are generally found on the cuffs and collars of the shirts and under areas of the trousers.

Once all the above has been completed the articles are washed, separately in their respective groups. The washing process includes the following stages –

Washing	through washing machines
Extraction	through hydro extractors
Drying	through steam dyers

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The wash process is explained in section 24.4

After the washing process is over, all the dried pieces are collected in their original laundry bags and sent back to the tagging section.

Back in the tagging section, another check is carried out to ensure that all the pieces are received back after the wash process. After checking all the pieces, they are kept back in the laundry bags and handed over to the pressers for pressing. The pressers should check the pieces for the total no. and any damages whatsoever. Once satisfied, all the tags are cut and the pieces pressed. This is once again put back in the same laundry bag. In case of any discrepancy or damages, the same should be notified to the valet or the laundry in charge.

The information of pressing, is also to be logged down in the GUEST REQUEST REGISTER, as under –

Pressers name	individual names
Started at	time of starting
Room no.	For which laundry was pressed by the Person
No. of pieces	each room's no. of pieces done
Total pieces	total no. of pieces pressed

It may be noted that any request for delivery on hanger, should be notified to the presser and the same carried out.

After being pressed and neatly put back in the bags, all the bags again come back to the tagging section. Here, a final check is carried out with regards to the no. of pieces and their condition. The cross check is also done against the corresponding bills for accuracy in billing as well.

After all it has been completed; the third copy of the bill is attached to the laundry Basket. The first two copies of the bill are sent to Front Office and Finance respectively, with a consolidated statement.

All the bags are then arranged in the racks, according to their respective floors.

Now the laundry is delivered to the respective rooms, as per the nos. mentioned on the laundry flap.

There can be following cases, while the laundry is delivered –

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Guest in the room –

In case of guest being there in the room, he/she would answer the doorbell after the valet rings it. The valet should greet the guest and keep the laundry, as per the guest's instructions –

“Good evening, sir/madam, “

“Your laundry is ready “

“May I keep it on the dresser table? “

“Thank you very much “

“Good night sir/madam “

Guest not in the room -

in case there is no answer at the doorbell or the doorbell doesn't ring, it implies that the guest is not in the room. Valet should then request the Floor Supervisor to open the room and in the presence of a security guard enter the room. He should gently place the laundry on the dresser table and retrieve immediately. All the above should be carried out in the presence of the security guard.

DND board on the door -

In case of Do Not Disturbs board at the door, the room should not be disturbed under any circumstances. The laundry should be brought back and handed over to the H/k Supervisor, with the necessary information and DND slip should be by the valet & information passed on to the Duty manager & H/K supervisor.

After all the laundry has been delivered, the same should be entered in the Guest Request Register, as under –

“Laundry was delivered by (name of valet delivering it) from (starting time) to (ending time). “

In case of any laundry being handed over to the desk, the same should also be mentioned in the same register, for information.

Washing Process -

Washing process, is basically divided into the following stages –

Washing

Water extracting

Drying

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After sorting washing is done in the machines, as under –
Towel (White)

Load: 60 kg

Step	Time(Min)	Water Level	Temp °C	Product	Dosage (ml)
Pre Wash	7	M	40	Clax 200S	30
Drain	1				
Main Wash	8	L	80	Clax 100L Clax Boost	300 300
Drain					
Rinse 1	2	H			
Drain	1				
Intermediate extract	1				
Rinse 2	2	H			
Drain	1				
Rinse 3	5	M			
Drain					
Final extraction					

The washed loads are then put into the hydro extractors for removing all water content from the pieces. This machine spins the load at a high speed so that all water droplets come out of the clothes due to centrifuge.

Once, all the water is extracted, the load is then put into the steam dryers. The dryers remove all moisture from the clothes with the application of steam.

After drying, the items are given off to pressers as already explained.

Dry Cleaning -

Dry cleaning is procedure of cleaning the articles without using water. This is done by dipping the article in White Petrol. This removes all the dirt and dust and cleans the surface of the article. An article after being dry cleaned can be pressed as normal.

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7.0 MIS

Purpose

The purpose of preparing an MIS report is to review the performance of the department for the previous month and inform the same to the management. This is a compilation of statements describing the performance of the department through various figures and analysis thereof.

Scope

MIS is to be prepared taking into account different figures and other data. It involves comparison of actual figures of expenditure and revenue with the budgeted ones and account for all the variance. This report also analysis the target achievement and enables forecasting for the coming month.

Procedure

The MIS report for the previous month has to be submitted to the Vice President (O), within the first week of the current month. This report is printed from the computer terminal in HRD. All the corresponding files are kept in a separate directory/HK.

A page wise description of the MIS is as under -

Cover Page:-

Cover page is a word star file. Its has to be printed as it is, with the only change in the name of the month.

Index Page:-

S. No	Description	Page Number
1	Note on H.K Operations	1
2	Budget Comparison	2
3	Supplies Inventory Statement	3
4	Group Wise Purchase Statement	3
5	Linen Statement	4
6	Guest Request Analysis	5
7	Maintenance Activity Summary	6
8	Laundry Consumption Statement	6
9	In- House Wash Statement	7
10	Laundry Summary Report	8

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Note of Operations:

Major works carried in laundry, linen Room, Floors & Public area , major achievements of the month , Goals for next month and matters that require management's attention.

Budget Comparison:

Budget Analysis, is a worksheet file. All the budgeted figures for the month are taken from the Budget file of the department. Actual figures are taken from the Finance department. Variance is calculated by subtracting the actual figure from the budgeted figure.

For the year to date figures, last month's figures are added to the previous month's figures contained in the corresponding MIS report.

Laundry Budget analysis contains the following information –

Sales revenue – in terms of budgeted/actual/variance/year to date

The expenditure heads for the department's budget analysis are –

Laundry	procurement of Chemicals for laundry
Room linen	procurement of linen/material for rooms
Uniforms	procurement of material/uniforms
F & B Linen	procurement of linen/material for F&B
Carpet shampooing	carpet shampooing charges
Guest supplies	expenses on guest supplies used in rooms
Cleaning supplies	procurement of cleaning Supplies
Pest control	pest control contract charges
Florist	expenses on flowers & arrangements
Horticulture	expenses on garden, incl. consultation

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Supplies inventory summary –

This statement enlists all the guest supplies, Cleaning Supplies and Laundry Supplies the details of consumption are mentioned under the following heads –

Opening Balance	closing balance of the previous month
Received	qty. indented during the month
Consumption	(open. Bal + recd') – clsg. Bal
Cost per RNS	Consumption / Room Night sold
Closing Balance	qty. left unused after the month

Group wise Purchase Statement

This statement enlists all the items, received in the department; the items are detailed for –

Quantity	quantity of material received
Unit	unit of quantity
Rate	rate per unit
Amount	total amount incurred for procuring

The items received are segregated under the following heads –

Room Linen
F & B Linen
Uniforms
Tailoring material
Horticulture
Miscellaneous items

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Discard Statement for the month

The statement contains details of all the items, discarded or found missing from the inventory. The statement shows Quantity of item discarded/missing, the rate per unit and the total amount. The items are segregated under the following heads –

Room Linen

F&B Linen

Uniforms

Item Name	Opening Stock	Discard	Missing	Total	% to Op. Stock	Cost /per Piece	Total Cost	Closing Stock
Room Linen								
					Total Cost			
F & B Linen								
					Total Cost			
Uniforms								
					Total Cost			

Room Sales	F & B Sales	Uniforms	Total (R/sales + F & B Sales)
Discard Amount	Discard Amount	Discard Amount	Total Amount
%	%	%	%

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Guest Request Analysis

All the requests received for the month are scripted, under this statement. This information is consolidated from the data received from HSCC.

Type Request	Month - year	Month- year	Month - year	Month - year
Maintenance				
Total				
Operational				
Total				
Guest Request				
Total				
Guest Supplies				
Total				
Guest Amenities				
Total				
Total No of Request				
Maintenance %				
Operational %				
Guest Request %				
Guest Supplies %				
Guest Amenities %				

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Maintenance Activity Summary –

S. No	Work Description	Room Details	April	Yr	Avg/mth	Var

Laundry supplies statement for the month –

This statement consolidated the different supplies consumption during the month. The following supplies are detailed –

S.No	Item Name	Month - year	Month - year
1	Clax 100 L		
	Total Cost		

Laundry Statement for the month –

The statement is divided into two sections –Revenue & Expenses, Under Revenue, the following heads are detailed:

Guest Laundry –

Washed
Pressed
Dry cleaned
Discount
Total

The above heads are detailed against no. of pieces; amount realized against the same and amount per piece.

House Guest Laundry –

Washed
Pressed
Dry Cleaned
Total

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In House Linen –

Floor linen

F&B Linen

Uniforms

The above two heads are detailed against the no. of pieces, laundered.

Under Expenses, the following heads are detailed:

These heads are accounted for total expense incurred per piece –

Chemicals

Salary

Spare Parts

Fuel

Water

Total expenditure

Summary

Revenue per Piece

Cost per piece

Variance

Revenue per Room

Cost per Room

Variance

Revenue – Cost %

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ANNEXURE

STANDARD PHRASES

1. Housekeeping Good morning / afternoon / evening, Mr. /Ms. () may I help you.
2. Certainly sir/madam.
3. I'll send the technician/house men to your room, immediately.
4. I beg your pardon sir / madam.
5. I will get it done immediately.
6. I'll send it across to your room.
7. I'll send the valet to your room.
8. I'll get your laundry collected, immediately.
9. I'll get it checked.
10. I hope you are having a pleasant stay with us.
11. Could I get you something else.
12. Hope your stay is comfortable with us Mr./Ms. ().
13. I'm sorry for the delay. I'll get it done immediately.
14. I hope the room is comfortable for you.
15. Have a nice day.
16. Good Morning/Afternoon/Evening Sir/Madam.
17. May I clean your room?
18. Should I come after some time?
19. May I clear the tray from your room?
20. Your room is ready Sir/Madam. Could I do something else also?
21. Sorry for the inconvenience.
22. Good night Sir/Madam.
23. May I clean your room?

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