



Housekeeping



Housekeeping is an operational department of the hotel. It is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and surroundings.

Guest rooms are the **heart** of the hotel. Unless the décor is appropriate, the air odour free, furnishing and upholstery is spotlessly clean the hotel may lose a guest as a potential customer.

The housekeeping department not only prepares the clean guestroom on a timely basis for the guests who are arriving but also cleans and maintains everything in the hotel so that the property is fresh and attractive as the day it opens for business. The housekeeping thus contributes in a big way towards the overall reputation of a property. It is a 24 hour and 365 day operation.

The aim of all accommodation establishments is to provide their customers with clean, attractive, comfortable and welcoming surrounding that offer value for money. Nothing sends a stronger message than cleanliness in a hospitality operation. No level of service, friendliness or glamour can equal the sensation a guest has upon entering a spotless, tidy and conveniently arranged room. Both management and guest consider the keeping of the place clean and in a good order a necessity for a hotel to command a fair price and get repeat business.



Housekeeping may be defined as the provision of a clean, comfortable and safe environment, It's is not confined to the housekeeping department as every member of staff in the establishment should be concerned with the provision of these facilities in their own department, eg. the chef 'housekeepers' in the kitchen, the restaurant manager or head waiter 'housekeepers' in the restaurant, and the general manager has overall responsibility.

In any establishment there are three department particularly concerned with accommodation:

1. The reception department, whose staff sell and allocate the rooms.
2. The housekeeping department, whose staff plan, provide and service the rooms.
3. The maintenance department, whose staff provide adequate hot and cold water, sanitation, heating, lighting and ventilation as well as maintaining and repairing individual articles and area within the rooms operation.

RESPONSIBILITIES OF HOUSEKEEPING DEPARTMENT

- Cleanliness of all front of the house and back of the house areas such as Lobby, guest rooms, restaurants, banquet halls, bar, employee changing rooms, employee dining area etc EXCEPT kitchen and dish wash which is handled by Kitchen Stewarding department.
- To achieve maximum efficiency in maintaining care and comfort of guests.
- To establish a welcoming atmosphere and ensure courteous/reliable service from the entire staff of the department.
- Purchase, repair, washing and ironing of all hotel room linen – bed sheets, pillow covers, bath towels etc & F & B linen – table cloths, buffet sheets, napkins, wiping sheets etc.
- Purchase, repair, washing and ironing of all employees uniforms
- To cater to the laundering requirements of hotel linen, staff uniform and guest clothing.
- To provide and maintain floral decorations and maintain the landscaped areas of the hotel.
- To select right contractors and ensure that the quality of the work is maintained as at the beginning of the business.



- To co-ordinate renovation of the property as and when in consultation with the management and interior designers.
- To coordinate with the purchase department for the procurement of guest supplies, cleaning agents, cleaning equipments etc.
- To deal with lost and found articles.
- To ensure training, control and supervision of all the shifts attached to the department.
- To establish a good working relationship with other departments.
- To ensure that safety regulations are more known to all the staff of the department.
- To keep the general manager or administration informed of all the matters requiring attention.
- Maintaining the Façade & surroundings of the building.
- Handling all Lost & Found articles in the hotel.
- Pest control in the hotel.
- Coordinating with hotel engineering department for all repair works.

IMPORTANCE OF HOUSEKEEPING

Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area and surroundings. A hotel survives on the sale of room, food, beverages and other minor services such as the laundry, health club spa and so on. The sale of rooms constitutes a minimum of 50 per cent of these sales. Thus, the major part of the hotel's margin of profit comes from the room sales, because a room once made can be sold over and over again. The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. Guestrooms are the heart of the hotel. The housekeeping department not only prepares clean guestroom on a timely basis for arriving guest, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property.

It is rightly said that housekeeping is a 24 x 7 x 365 operation. Imagine the stacks of linen needed to make up all the beds in a hotel, the miles of carpeting, floor, walls and ceiling to be cleaned and maintained, and



cleaning compounds along with special tools and equipment needed in order to clean.

Other than hotels, professional housekeeping services are very much in demand in hospitals, on cruise liners, at offices and more. Since most such organizations prefer to outsource these functions, contract housekeeping is becoming a popular in these days.

ROLE OF HOUSEKEEPING DEPARTMENT

Housekeeping plays a very important role in hospitality industry such as:-

- To achieve the maximum possible efficiency in ensuring the care and comfort of guests and in the smooth running of the department.
- To establish a welcoming atmosphere and ensure courteous, reliable service from all staff of the department.
- To ensure a high standards of cleanliness and general upkeep in all areas for which the department is responsible.
- To provide linen in rooms, restaurants, banquet hall, conference venues, health clubs, and so on, as well as maintain an inventory for the same.
- To provide uniforms for all the staff and maintain adequate inventories for the same.
- To cater to the laundering requirements of the hotel linen, staff uniforms and guest clothing.
- To Provide and maintain the floral decorations and maintain the landscaped areas of the hotel.
- To coordinate renovation and refurnishing of the property as and when, in consultation with the management and with interior designers.
- To deal with lost and found articles.
- To ensure training, control and supervision of all staff attached to the department.
- To establish a good working relationship with other department.
- To ensure that safety and security regulations are made known to all staff of the department.

Housekeeping – Areas of Responsibility

The housekeeping department is responsible to keep the following areas clean and tidy.



Guest Rooms

Guest Bathrooms

Public Areas such as Lobby and Lifts

Banquets and Conference Halls

Parking Area

Sales and Admin Offices

Garden

Apart from the cleaning task, the housekeeping is also responsible for handling keys of each floor. In addition, it manages the laundry, which is often at some places considered as a sub-department of housekeeping

IMPORTANCE OF GUEST ROOMS

It is extremely important to understand the expectations of a guest when he/she pays to stay in a room. People nowadays travel a lot more than they did earlier, and the expectations from hotels are constantly on the rise. In such a scenario, continuous analysis of guest expectations becomes necessary. Given that a hotel is often referred to as a home away from home, there would be similarities in a guest's expectations from a hotel and from a home. These similarities would dictate that the guestrooms be neat, hygienic, comfortable, private, and above all, safe.

- The most important consideration here is staff needs to understand and respect the guest's expectations from the guestroom and the hotel staff. Primarily, a neat room is the basic minimum expectation of any guest, and the staff needs to ensure this by laying out fresh linen and presenting a clean room on a daily basis.
- The room should not only be attractive, but also comfortable and functional. Hotel guests expect a high degree of cleanliness, leading to a hygienic environment to stay in. For instance, guest that the hotel has provided them a sanitized toilet when they see a disinfected paper strip on the toilet seat.
- The basic necessities in a guestroom are constantly varying. Nowadays these may include Internet and Wi-Fi connectivity, channel music, television, temperature control, and so on.
- Guests also expect that they will not be disturbed often and that the location of the rooms would be such that they have a good view.
- Safety, as we have already mentioned, is a key factor with regard to guestrooms – guest would like the guestroom location to be safe and not accessible to one and all.



- The doors of a guestroom should have a double locking system operable from inside, along with strict control measures in the hotel with regard to the handling of guestroom keys and master keys.
- Fire-exit layouts being placed in the rooms is a necessity as well. Irrespective of its location, a guestroom should also offer easy access to other guest service areas, such as restaurants, gymnasiums, swimming pools, and so on, with clear directions to and from the room or elevator being posted in corridors.
- The guest would also expect to be able to get in touch with ancillary departments providing other services to guests from the room itself. The various services- such as room service, restaurants, housekeeping, valet, and so on- should be clearly indicated with explanation and intercom numbers in the literature on the house rules and in the information kits placed in each guestroom.

These attributes are based on the following term:

1. **Personal hygiene**

The staff must take a regular bath. They must have clean hair. Manicure figure nails, clean hands and feet, and body or mouth odor should be present. Any transferable disease must be reported immediately.

2. **Personal grooming**

Housekeeping staff would be normally uniformed hence each staff member must ensure his/her uniform is crisp, clean and well ironed. Lady staff must wear light makeup and restrict their jewelers. A soft cologne is preferred. Hair must be tied in a bun.

3. **Honesty**

Honesty is the best policy and it is a very essential attribute. For housekeeping staff as they have access to all guest bedrooms, sometimes guest belongings, either valuable or invaluable are often found lying around the room which may arouse temptation. Hence only honest personnel can defy the temptation.

4. **Eye for detail**

This attribute enables housekeeping staffs to take note of the minute details in any given area. This term means that the person has a sharp eye to detect things. It is a view of this competency that women are selected as housekeepers and it is presumed that women acquire a greater eye for detail from their role at home. However, a man also comes into housekeeping and have shown this competency.

5. **Courtesy**



It is a hallmark of the hotel profession which is used within the staffs and towards guests. Courtesy is a nature and sign of one's desires to please to those with whom one comes in contact with. Courtesy must be spontaneous and genuine manner but not a technique. Being courtesy not only makes operation smooth but also enhances relationships.

6. Tact and diplomacy

Often guest may request for facility and service that are outside the management policy. It takes a lot of tact and diplomacy to decline without hurting a guest feel.

7. Physical fitness

Most work in housekeeping is manual. A housekeeping member on duty is on his /her feet on almost continuously. It would require sturdy physical built to cope with the demand of housekeeping work.

8. Cooperativeness

Housekeeping staffs need to be cooperative with all employs from a different department to achieve efficiency in their work. Very often these attributes help to create a cozy environment.

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Key terms

Hospitality The term hospitality describes the service provided from a host, staff member or business to its guests. In modern times this also refers to the industry of providing housing or service to paying customers.

Vacant and ready: The room has been cleaned and inspected and is ready for an arriving guest.

Out-of-order: The room cannot be assigned to a guest. A room may be out-of-order for a variety of reasons including the need for maintenance, refurbishing, and extensive cleaning. (Out Of Order Vs Out Of Service)

Lockout: The room has been locked so that the guest cannot re-enter until a hotel official clears him or her.

Hand Caddy: A portable container for storing and transporting cleaning supplies and equipment.



Check-out: A room from which the guest has already departed / vacated / checked out.

Stayover: The guest is not expected to check out today and will remain at least one more night.

Occupied: A guest is currently registered to the room.

Sleep-out: A guest is registered to the room, but the bed has not been used.

Skipper: The guest has left the hotel without making arrangements to settle his or her account.

Sleeper: The guest has settled his or her account and left the hotel, but the front office staff has failed to properly update the room's status.

Amenity: A service or item offered to guests or placed in guestrooms for convenience and comfort, at no extra cost.

Back of the house: The functional areas of the hotel in which employees have little or no guest contact, such as the engineering and maintenance department, laundry room and so on.



ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT

The organizational structure of a housekeeping department---whether in a small, medium, or large hotel--- is depicted using in organization chart.

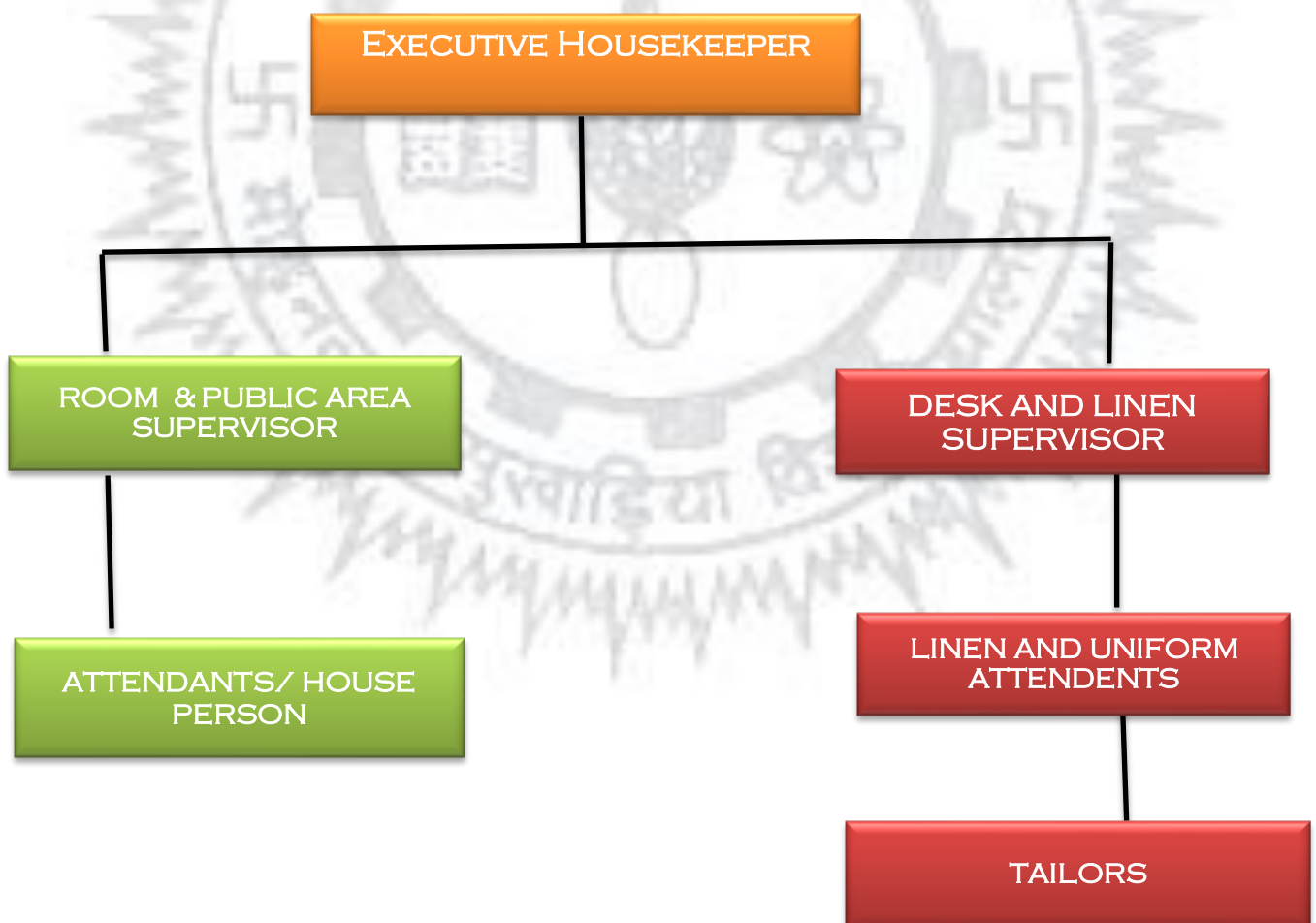
An organization chart is a schematic representation of the relationships between positions within an establishment, showing where each position fits into the overall organization and illustrating the divisions of responsibility and lines of authority.

The housekeeping department in a hotel is headed by the executive housekeeper. He/she reports to the General Manager, or to the Resident Manager, or the Rooms Division Manager in a large hotel.

In the case of a chain of hotels, the executive housekeeper also reports to the director of housekeeping, who heads the housekeeping departments in all the hotels of that chain.

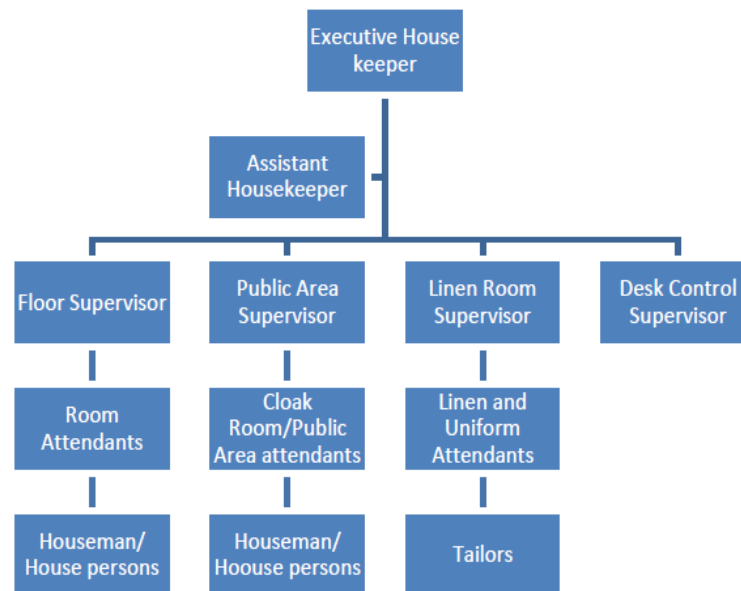
The deputy housekeeper assists the executive housekeeper and, depending on the size of the property, there can also be assistant housekeepers who look after the various areas of responsibility in the hotel, that is, floors, public areas, the linen room, and desk control.

Organization Chart/Hierarchy of a housekeeping department in a small hotel

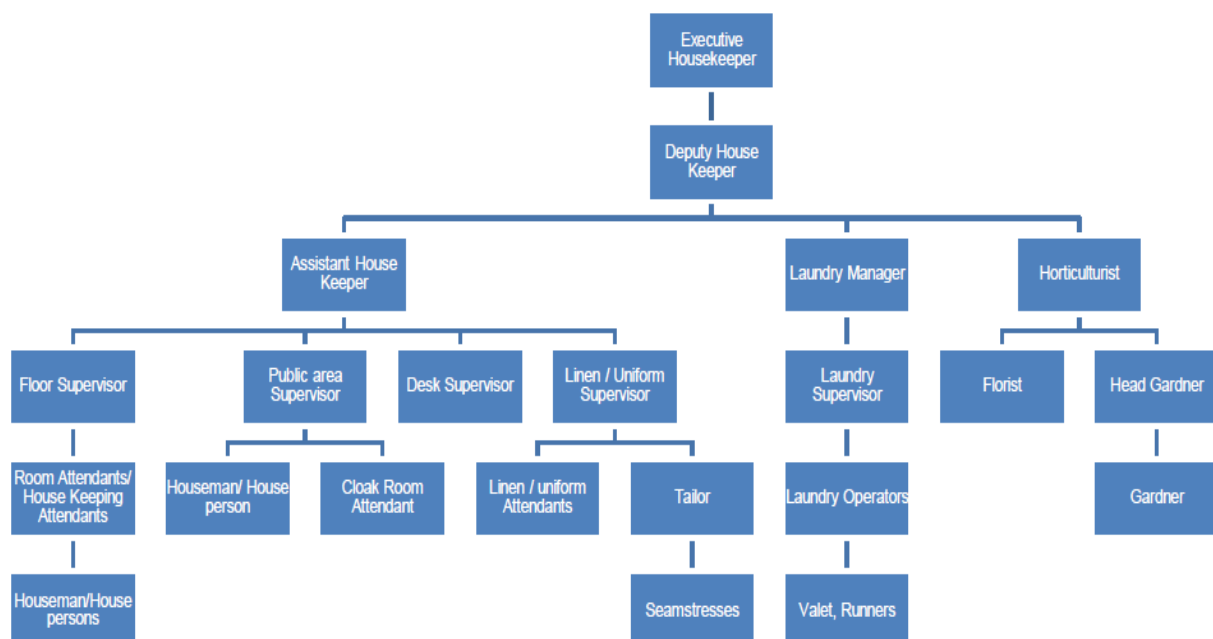




**Organization Chart/Hierarchy of a housekeeping department
in a medium-sized hotel**



**Organization Chart/Hierarchy of a housekeeping department
in a Large Hotel**



PERSONALITY ATTRIBUTES OF HOUSEKEEPING STAFF:-



There are certain qualities which a housekeeping staff should possess in order to perform the housekeeping functions which are sometimes more important than the skill too.

- i. Eye for detail- The staff should possess power of critical observation to make a flawless room and keen sense to inspect rooms for perfection.
- ii. Pleasant personality- The staff should have a good presentation of one's own self when interacting with guests. This reflect the quality of service and standards in an establishment.
- ii. Physical fitness- The housekeeping staff should go through a thorough medical examination and should be fit to perform the housekeeping functions.
- iii. Personal Hygiene- The housekeeping staff should have healthy skin, clean hair, eyes, teeth, nose, nails and fingers etc.
- v. Cooperation- The staff must cooperate with staff of other departments for team work and more efficiency.
- vi. Adaptability- The staff should be able to adopt to new ideas and accept changing situations willingly
- vii. Honesty- The housekeeping staff needs to have this quality as they have access to all the rooms and guest belongings are left lying around. They also deal with various kinds of guest amenities that are very expensive. So they should have inherent discipline and integrity.
- viii. Tactful and diplomatic- The housekeeping staff have to handle guest requests and complaints. The guests are fussy and can make unusual requests. The staff has to be tactful and diplomatic to handle these requests.
- ix. Right attitude- The staff should have a right attitude which displays an even temper, courtesy and good humor and optimistic in nature.
- x. Calm Behavior- Should be able to handle situations with composed personality and humbleness and politeness.
- xi. Courteous- Should be courteous to both guests and colleagues
- xii. Punctuality- Should have respect for time during working hours as this reflects on his/her sincerity.
- xiii. Good memory- Should have good memory to remember staff likes, dislikes, needs and wishes of guests and especially repeat guests.

DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF

- 1) Executive Housekeeper/Director of Housekeeping:-
The executive housekeeper reports to the General Manager or the Resident Manager or the rooms division manager. He/she is responsible for the overall cleanliness and aesthetic upkeep of the hotel. His/her duties are:-
 - Organize, supervise and coordinate the work of housekeeping staff on



day- to day basis.

- Ensure excellence in housekeeping sanitation, safety, comfort and aesthetics for hotel guests.
- Prepare duty rosters and supervise the discipline and conduct of her staff.
- Ensure proper communication within the department by conducting regular meeting with the staff.
- Recruit new employees and train them for the housekeeping jobs.
- Counsel and motivate employees on various duties.
- Establish and maintain standard operating procedures for cleaning and develop new procedures to increase efficiency of labor and product use.
- Search and test new techniques and products in the market.
- Maintain regular inventory and checking of furniture, linen, uniform, equipments in the hotel.
- Evaluate employee performance for promotions and transfers.
- Approval of supply requisitions for the housekeeping and to maintain minimum stock and cost control procedures for all materials.
- Check the reports, files, registers maintained in the department.
- Provide budget to the management and control of budgets

2) Assistant Housekeeper/Deputy Housekeeper:-

The assistant housekeeper reports to the executive housekeeper. In large hotels, where an deputy housekeeper exists, assistant housekeeper reports to deputy housekeeper. In large hotels the responsibilities of floors, public area are divided among assistant housekeepers. In the absence of deputy housekeeper, all the above mentioned duties and responsibilities are taken over by the assistant housekeeper. His/her duties are:-

- Be responsible for efficient and orderly management of cleaning, servicing and repairing of guest rooms.
- Be responsible for hotel linen and check its movement and distribution to room attendants.
- Keep an inventory of all housekeeping supplies and check it regularly.
- Provide front office list of ready rooms for allotment to guests.
- Organize flower arrangements
- Arrange training of staff within the department
- Update records/ files/ registers etc.
- Compile the maids roster.
- Check the VIP and OOO rooms

4) Floor supervisor/Floor Housekeeper:-

The floor supervisor reports to the assistant housekeeper. They are responsible for the final condition of the guestrooms on the floors allocated to them. His/her duties are:-



- Issue floor keys to room attendants
- Supervise cleaning on the allotted floors and areas- including guestrooms, corridors, staircases, floor pantries of the allotted floors
- Inspection of cleaning in rooms and coordination of the work in floors
- Supervise handling of soiled linen to laundry and requisitioning of fresh ones from housekeeping
- Report maintenance work on the floor
- Supervise spring cleaning.
- Coordinate with room service for tray clearance.
- Maintain par stock for the respective floors.
- Facilitate provision of extra services to guests such as baby sitters, hot water bottles, other guest requests.
- Report any safety or security hazard to the security department.
- Check on scanty baggage
- Prepare housekeeping status reports.
- Inform the front office about ready rooms
- Ensure services offered to VIPs are of highest standards.

5) Public Area Supervisor:-

The public area supervisor reports to the assistant housekeeper. He/ she is responsible for cleaning and inspection of the front of the house areas such as entrance, lobby, guest corridors and so on. His/her duties are:-

- Ensure that all public areas and other functional areas are kept clean at all times.
- Ensure all maintenance jobs are attended in coordination with the maintenance department.
- Ensure all flower arrangements are placed in appropriate places in public areas.
- Ensure banquet halls and conference halls are kept ready for functions and conferences.

6) Night Supervisor:-

The night supervisor reports to the assistant housekeeper. He supervises all night staff engaged in the cleaning of public areas and guestrooms in hotel. His/her duties are:-

- Ensure all public areas are thoroughly cleaned at night when the traffic is low.
- Plan order of work and direct staff accordingly.
- Ensure submission of room attendant's reports and room status reports.
- Provide guest supplies and attend guest requests in the night like providing water bottles, extra beds, towels etc.
- Report safety and security hazards.



7) Linen Room Supervisor/ Linen Keeper:-

The linen room supervisor reports to assistant housekeeper. His/her duties are:-

- Responsible for entire hotels linen.
- Send dirty linen from laundry after checking.
- Check laundered linen before giving it for ironing.
- Provide linen to the various departments
- Maintain register of linen movements and check linen regularly
- Supervise ironing and laundering of linen of the hotel
- Supervise work of linen room attendants and tailors
- Make suggestions related to replacement purchases and give requirements of linen to executive housekeepers.

8) Uniform Room Supervisor:-

The uniform room supervisor reports to the assistant housekeeper. He/ she is responsible for maintenance of hotel staff uniforms. His/her duties are:-

- Responsible for providing clean, serviceable uniforms to the staff.
- Keep an inventory control of various uniforms in various stages of use
- Set budget for procurement of uniforms and materials required for uniform

9) Linen Room attendant/ Linen Room Maid:-

Linen room attendants report to linen room supervisor. His/her duties are:-

- Stacking sheets, pillowcases, towels, tablecloths, napkins in different stacks.
- Issue clean linen on clean- for- soiled basis.
- Place soiled linen in containers and send these to laundry.
- Examine and counts each linen item when sends to laundry and again on return.
- Send torn articles to seamstress for repair.
- Maintain proper records of discards and determine percentage of discards.

10) Uniform Room attendant:-

A uniform room attendant reports to uniform room supervisor. His/her duties are:-

- Issue clean uniforms while receiving soiled ones
- Send soiled uniforms for laundering.
- Send torn uniforms to seamstress for mending.
- Keep count of uniforms.
- Shelve laundered uniforms after verifying types of articles.
- Count and record linen.



11) Storekeeper:-

A storekeeper reports to senior floor or linen room supervisor. His/her duties are:-

- Control the stock of equipment.
- Issue equipment and cleaning materials as per demand.
- Prepare requisitions for materials required.
- Coordinate with purchase department for procurement of approved materials.

12) Desk Control Supervisor:-

The control desk supervisor reports to the assistant housekeeper. It is the nerve centre of housekeeping department and is manned 24 hours a day. His/her duties are:-

- Coordination with front office for information on departure rooms and handing of clean rooms.
- Receive complaints on maintenance and housekeeping.
- Maintain registers kept at control desk.
- Receive special requests from guests.
- Maintain latest reports regarding room occupancy, VIPs, status of rooms etc.
- Delegation of work to attendants and supervisors.
- Attend to phone calls received at control desk
- Responsible for issuing guestroom keys and maintaining key register

13) Guest room attendant/ Room maids/ Chamber maids/GRA:- Guest room attendant (GRA) reports to the floor supervisor. His/her duties are:-

- Cleans the rooms
- Change guestroom and bathroom linen.
- Make guest room beds.
- Replenish guest supplies.
- Answer guest requests promptly on the floor.
- Responsible for collecting guest laundry.
- Servicing of rooms in the evening (turndown service) and also provide second service.
- Handover lost and found articles if any found in the room
- Replenish maids cart with supplies for the next shift
- Arrange and stock the pantry with linen and supplies.

14) Head House person / Housemen:-

He /she reports to the public area supervisor. His/her duties are:-

- Supervises work allotted to the housemen in public areas.



- Supervise work of people who clean carpets, wall washers, and window washers.
- Supervise work of chandelier cleaners, vacuum cleaning machine operators

15) House persons / Housemen:-

They report to the head house persons or the public area supervisor. His/her duties are:-

- Shift furniture in public areas.
- Clear the garbage
- Polish all brassware in public areas
- Clean all doors, windows and ventilators.
- Clean fire fighting equipments.
- Clean the shafts and terraces.
- Clean chandeliers, draperies and other hard to reach areas in public areas.

16) Tailors, seamstress and upholsterers:-

They report to the Linen Room Supervisor. His/her duties are:-

- Mending and stitching uniforms, linen, upholstery etc.
- Alteration of uniforms if required.
- Refurnish all damaged upholstery.
- Repair guest clothes if required.
- Calculate materials required for uniforms and upholstery and purchase accordingly.

17) Horticulturist:-

Many large hotels have their own horticulturist, who report to assistant housekeeper. He / she leads a team of gardener in maintaining landscaped gardens of the hotel as well as in supplying flowers from gardens for flower arrangements in the hotels. Flowers are used largely to enhance aesthetic appeal of various areas of the hotel.

18) Head Gardener:-

He reports to the horticulturist and maintains landscaped areas and gardens in the hotel. His/her duties are:-

- Brief, schedule, allot duties
- Purchase plant seeds, plantings
- Purchase and supervise usage of manure and fertilizers.
- Maintain watering schedules of plants and attend problems regarding watering schedules.
- Maintain and prepare indoor plants for the hotel.
- Supervise and maintaining the lawns.
- Ensure gardeners are handling equipments and tools efficiently.



19) Gardeners:-

Gardeners report to the head gardener or the horticulturist. They keep landscaped areas, lawns and gardens clean and aesthetically beautiful. His/her duties are:-

- Dig landscaped areas and maintain them.
- Plant saplings and seeds
- Water gardens as per schedules.
- Maintain plant nursery and green house.
- Prepare potted flowers and potted plants.

20) Florist:-

Florists employ their own florist. Providing attractive flower arrangements for the entire hotel is their responsibility. They report to the horticulturist. His/her duties are:-

- Collect fresh flowers from gardeners every day.
- Purchase flowers from dealers
- Prepare different flower arrangements for different areas- lobbies, front office, restaurants, guestrooms, banquet halls etc.
- Treat cut flowers so that they last longer.
- Maintain flower arrangements by changing water, etc .
- Responsible for flower arranging equipments and equipments, accessories etc.
- Train the assistant florist.

21) Laundry Manager:-

He/she is in charge of the laundry and Laundry Manager reports to the Director of housekeeping. He/she is responsible for entire functioning of laundry and dry cleaning unit. He /she should have good knowledge of fabrics and chemicals and laundry machines.

22) Laundry Supervisor:-

He/she is in charge of the functioning of the laundry in the absence of laundry manager. He must have the knowledge of all the aspects of the laundry equipment, chemicals and fabrics.

23) Dry cleaner and washer men:-

He/ she is in charge of dry cleaning of the hotel linen and guest clothing and washer does the laundering of the linen, uniforms and guest clothing.

24) Laundry workers:-

They are the staff of laundry who perform following duties:-

- Spot stained fabrics before loading them into washing machines.



- Load soiled linen into washing machines, feed in the right amount of detergent and other laundering chemicals.
- Load washed linen into dryers.
- Clean equipments after use.
- Sort soiled linen according to fabric types, colors, degree of soiling.
- Transport soiled linen from linen room to laundry and fresh linen from laundry to linen room.

25) Valet/ Runners:-

“Valet service” means that they take care of guest laundry. They report to the linen room supervisor. They are responsible for collecting soiled guest laundry and delivering fresh guest laundry.



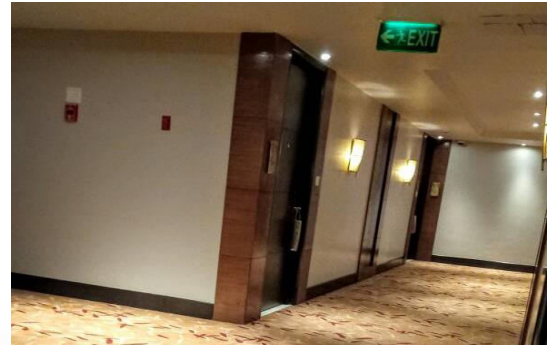


TYPES OF ROOMS

1. Adjoining Room:-

An adjoining room shares a wall with another hotel room and is connected by a door.

2. Adjacent room: An adjacent room is very close to another room but does not share a common wall with it.



3. Cabana: A cabana is suited away from the main hotel building, in the vicinity of a swimming pool or sea beach. It does not have beds and is generally used as a changing room and not as a bedroom.

4. Duplex: A duplex comprises two room situated on different floors, which are connected by an internal staircase. The suite is generally used by business guest who wish to use the lower level as an office and meeting place and the upper level room as a bedroom. This type of room is quite expensive.



5. Double Room: A double room has one double bed for double occupancy. The size of double bed is 4.5feet to 6 feet.

6. Double-Double Room: A double -double room has two double beds and is normally preferred by a family or group as it can accommodate four persons together.

7. Efficiency Room: An efficiency room has an attached kitchenette for guest preferring longer duration of stay. Generally, this type of room is found in holidays and health resorts where guest stay for a longer time.

8. Hollywood Twin Room: It has 2 single beds with a common headboard. This type of room is ge nerally occupied by two guests.

9. Hospitality Rooms: A hospitality room is designed for hotel guest who would want to entertain their own guests outside their allotted rooms. Such rooms



are generally charged on hourly basis.

10. **Interconnecting Rooms:** Interconnected rooms have a common wall and a door that connects the two rooms. This allows guest to access any of the two rooms without passing through a public area. This type of rooms is a deal for families and crew members.



11. **King Room:** A king room has a king size bed. The size of the bed is 6feet by 6 feet.

12. **Lanai:** A lanai has a veranda or roofed patio, and is often furnished and used as a living room. It has a view of garden, sea beach or waterfall.

13. **Murphy Bedded Room:** Murphy bedded room is a room where the bed is hinged at the base of the head board and swing up into the wall for storage. During the day room can be used as a sitting /living room and at night the bed can be laid for the guest to sleep.



14. **Parlour:** A parlour has a living room without bed and may have sofa and chair for sittings. It is generally not used as a bedroom. European term for this is Salon.

15. **Penthouse:** A penthouse is generally located on the topmost floor of hotel and has an attached open terrace or open sky space. It has very opulent decor and furnishings, and is among the costliest rooms in the hotels, preferred by celebrities and major political personalities.

16. **Quad:** A quad room has four separate single beds and can accommodate four persons together in the same room.

17. **Queen room:** A queen room has queen size bed. The size of the bed is 5 feet by 6 feet.

18. **Studio:** A studio room is a small apartment which combines living room, bedroom, and kitchenette into a single room.

19. **Suite:** A suite comprise more than one room, occasionally, it can also be a single large room with clearly defined sleeping and sitting areas. The decor of such units is of very high standards, aimed to please the affluent guest who can afford the high tariffs of the room category.

20. **Single room:** A single rooms has one single bed for single occupancy. The size of the bed is normally 3 feet by 6feet.

21. **Siberia:** A term normally used for inferior quality rooms ,such as near the staircase.



22. **Twin Room**: A twin room has two single beds for double occupancy.

23. **Triple**: A triple room has three separate single beds and can be occupied by three guests. This type of room is suitable for groups and delegates of meeting and conferences.

Room Status Codes

- OCC** - Occupied
- ☐ **VC** - Vacant & Clean
- ☐ **VD** - Vacant & Dirty
- ☐ **OR** - Occupied & Ready
- ☐ **OC** - Occupied & Clean
- ☐ **OD** - Occupied & Dirty
- ☐ **CO** - Check Out
- ☐ **OOO** - Out of Order
- ☐ **DND** - Do Not Disturb
- ☐ **V/O or O/V** - Status Unclear
- ☐ **LO** - Lock Out Room

- ☐ **DNCO** - Did not Check Out
- ☐ **VCI** - Vacant, Cleaned & Inspected
- ☐ **HL** - Heavy Luggage
- ☐ **LL** - Light Luggage
- ☐ **NL** - No Luggage
- ☐ **DL** - Double Lock
- ☐ **CL** - Chain Lock
- ☐ **NS** - No Show
- ☐ **SO** - Slept out
- ☐ **BLO** - Blocked
- ☐ **V** - Vacant Room
- ☐ **MUR** - Make Up Room
- ☐ **VR** - Vacant & Ready



Hotel Amenities

1. Toiletries (e.g. Shampoo, lotion, etc.)



2. Personal care (combs, shaving cream, razor, shower cap, hair dryer)

3. Coffee Kit (maker, coffee and creamer)

4. Tissue box

5. Bathrobes and slippers

Ready to take things to the next level? Many hotels now offer elevated amenities to better compete with vacation rentals. If your hotel is located in a market with a lot of competition from Airbnb - or if you're just looking to grab a competitive edge - consider making these amenities available



6. Free breakfast: Guests want to save money and enjoy the convenience of either cooking their own breakfast or enjoying breakfast just steps from their room. When most short-term rentals include kitchens, hotels can compete on the breakfast front by offering some sort of free breakfast option, whether it's a continental buffet or a sit-down hot meal.

7. Options for pillows: Many guests have allergies or strong preferences for certain types of pillows, so you can make your hotel feel more like a home by offering down, foam, and hypoallergenic pillows available.



Free WiFi internet access

Mobile Check-In

Room Amenities: In-Room Tablets

**Writing Table with
Chair**

Table Lamp

Envelopes

Letter Head with Pen

**High Speed Wireless
Internet**

**LCD / LED Television
with Satellite Channels**



CD / DVD Player

**Mobile USB Charging
/ Media Hub with
Bluetooth**





iPod docking station
with radio.

Alarm clock

Adapters and
Extension Cable [on
Request](#)

Electronic Safe /
Locker

[Mini Bar](#) / Mini Fridge

Tea / Coffee Maker

Wardrobe

Cloth Hangers

Ironing Board

Iron

Shoe Shine

Shoe Polish and
Brush

Shoe Rack

[Laundry](#) Bag



Laundry Slip

Luggage Rack

Slippers

**Bathroom with
shower & WC**

Hair dryer

Hand Towel

Face Towel

Bath Towel

Bath Mat

Bath Rob

Dental Kit

Shaving Kit

Sewing Kit

