

1.4 AREAS OF HOUSEKEEPING DEPARTMENT RESPONSIBILITIES

HOUSEKEEPING DEPARTMENT AREAS



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graph TD; A[HOUSEKEEPING DEPARTMENT AREAS] --> B[ROOM]; A --> C[PUBLIC AREA]; A --> D[OTHER AREAS]; B --> E["-SUITE<br/>-DELUXE<br/>-SUPERIOR"]; C --> F["-ENTRANCE<br/>-LOBBY<br/>-FRONTDESK<br/>-CORRIDOR"]; D --> G["-DINING AREA<br/>-BANQUET AND<br/>-CONFERENCE<br/>-SALES AND<br/>-ADMINISTRATION<br/>-OFFICE<br/>-PARKING AND<br/>-FRONT AREA"];
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ROOM

- SUITE
- DELUXE
- SUPERIOR


PUBLIC AREA

- ENTRANCE
- LOBBY
- FRONTDESK
- CORRIDOR

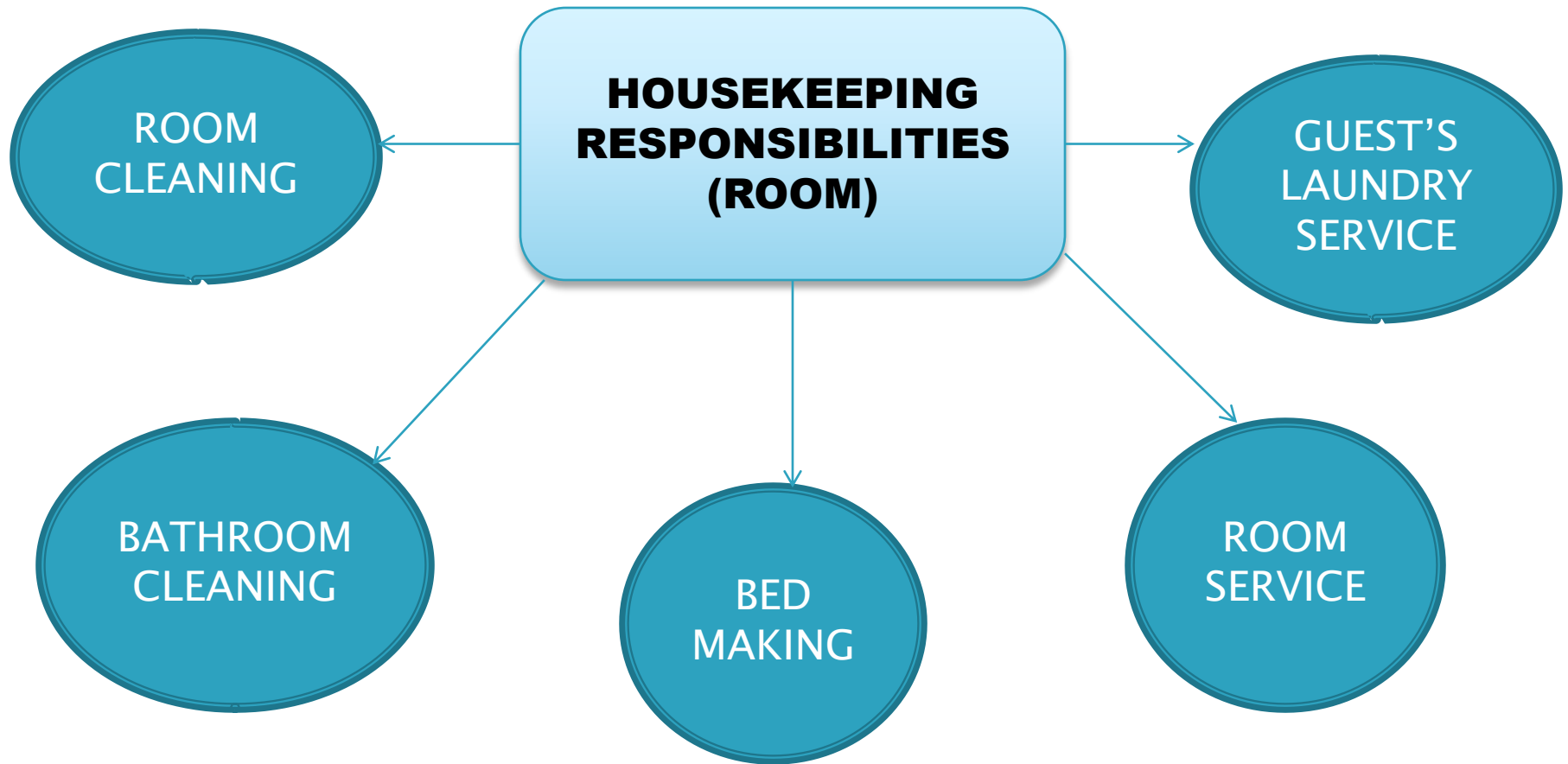
OTHER AREAS

- DINING AREA
- BANQUET AND
CONFERENCE
- SALES AND
ADMINISTRATION
OFFICE
- PARKING AND
FRONT AREA

ROOM

- ▶ The most important element for housekeeping department.
 - ▶ A **suite** consists of two or more rooms and may have more than one bedroom, or extra rooms such as kitchenette or conference room.
 - ▶ **Deluxe room** represents maximum rate charged by the hotel for a regular size sleeping room. Thus, offers the best available location in the hotel with the best view, the highest level of comfort, furnishing and decor.
 - ▶ **Superior room** represents the moderate or medium rate charged by the hotel. Although, its usually located on the ground floor with an acceptable view and may include a double, queen or king bed.
 - ▶ **Standard room** represents the hotels minimum rate for a regular size sleeping room. Although, consist of one or more double beds, a queen or two queen beds. Thus, offer at least attractive view and convenient location in the hotel.
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The Housekeeping Responsibilities

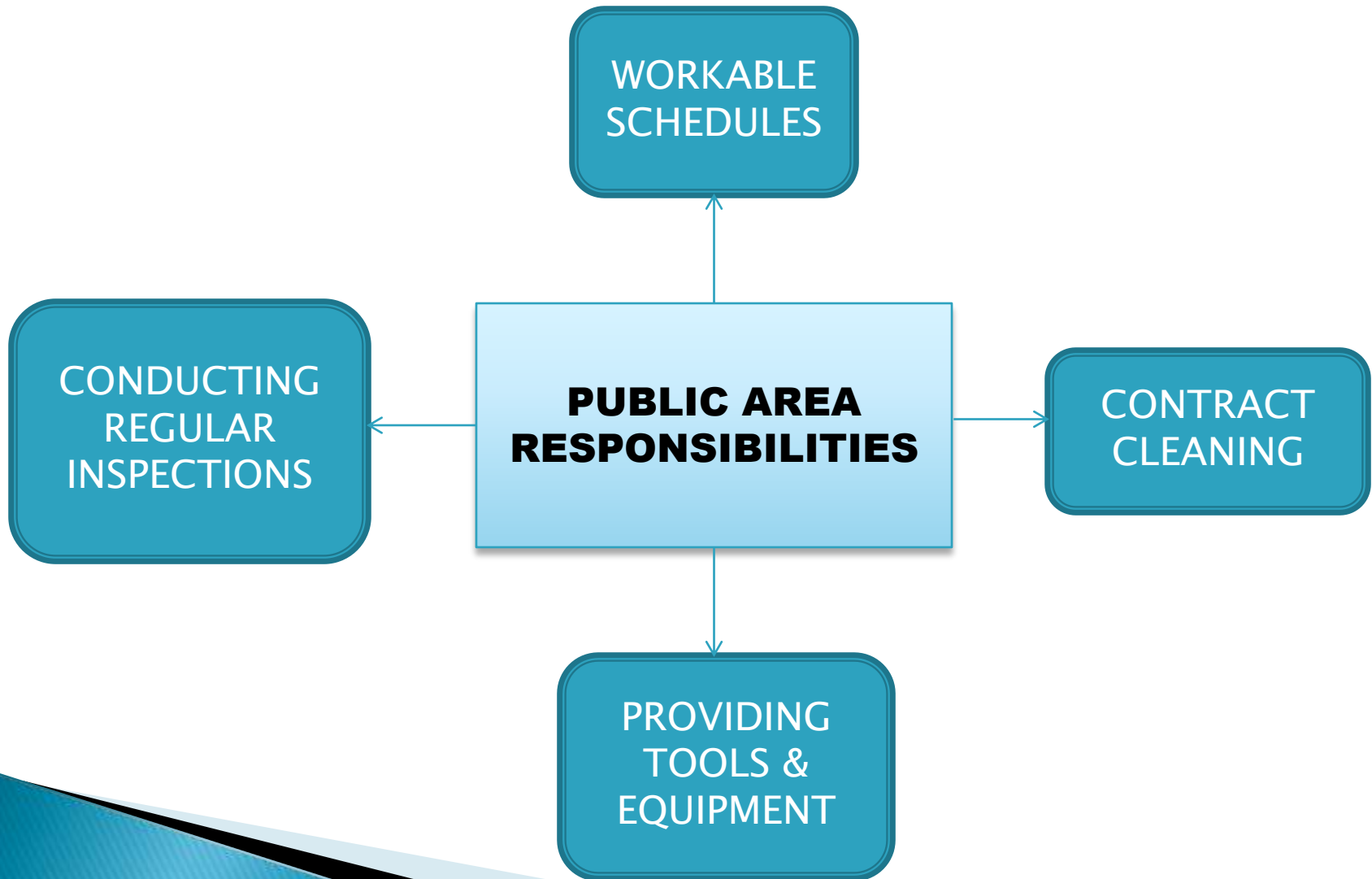


PUBLIC AREA


- ▶ HOUSEKEEPING DEPARTMENT RESPONSIBILITIES.
- ▶ MAKE SURE THAT GUEST'S EXPECTATIONS OF CLEANLINESS ARE MET.
- ▶ KNOWN AS FRONT OF THE HOUSE, WHICH INCLUDES ENTRANCE, LOBBY, FRONT DESK, CORRIDOR AND LIFT OR ELEVATOR.
- ▶ MUST LOOK THEIR BEST AT ALL TIMES.




The Public Area Responsibilities




Workable Schedules

- ▶ The day shift for public area concentrates on neat and appearance.
 - ▶ Early morning shift starts at 4.00 a.m 5.00 a.m.
 - ▶ Depends on the hotel area and category.
 - ▶ The scheduling is generally based on labor analysis.
 - ▶ Tools and equipment provided by public area cleaning are carts or trolley, cleaning tools and vacuum provide by the management.
 - ▶ Some of vacuum provided by housekeeping are piggyback vacuum, ride on vacuum, wet and dry vacuum and many more.
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Contract Cleaning

- ▶ Important in order to control labor and equipment costs.
 - ▶ Outside cleaning company hired to do tasks that would require effective training or specialized equipment.
 - ▶ Executive housekeeper consider some factors such as costs, type of equipment and the effectiveness of the equipment to determine hiring decision.
 - ▶ Housekeeping department is responsible in making accurate decision for public area operations.
 - ▶ Housekeeping department should consider the advantages and disadvantages of contract cleaning.
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Providing Tools and Equipment

- ▶ Tools and equipment are important to public area operation.
 - ▶ It makes the cleaning operation faster and easier.
 - ▶ The public are is responsible on providing tools and equipment for cleaning operations.
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Conducting Regular Inspections

- ▶ Must be carried out at public areas.
 - ▶ Inspections are important in order to make sure all areas are in good condition.
 - ▶ The inspections areas include lobby, toilet, entrance, corridor, lift, etc.
 - ▶ Important to determine that all designed tasks were complete and done correctly during shifts.
 - ▶ Repairs, cleanliness and replacement are also carried up.
 - ▶ Toilets, sinks and waste paper baskets are inspected to.
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Other Areas

DINING AREA

SALES &
ADMINISTRATION
OFFICE

RECREATIONAL
AREA

BANQUET &
CONFERENCE
ROOM

PARKING AND
FRONT AREA

There some operational activities in other areas that are under the responsibilities of Housekeeping.It includes

- ▶ Daily cleaning.
- ▶ Special cleaning projects.
- ▶ Night Cleaning Assignments.
- ▶ General cleaning.




Daily Cleaning

- ▶ Housekeeping is responsible for daily cleaning activities in dining, parking and front and recreational areas.
- ▶ The daily cleaning activities are stain removal, linen supply, dealing with spills, vacuuming and carpet shampooing.

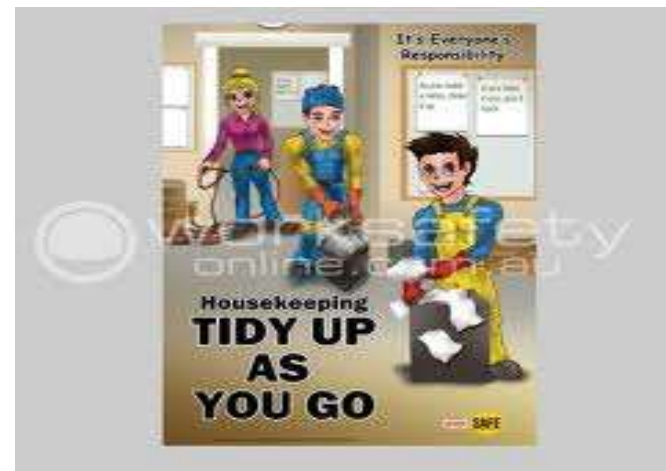


Special Cleaning Projects

- ▶ Special cleaning assignments are added on a rotating basis to each night's work.
 - ▶ Activities for special cleaning project involves:
 1. Mirror and chrome polishing.
 2. Sink polishing.
 3. Tiles scrubbing and polishing.
 4. Entrance cleaning.
 5. Wash cubicle doors and partition.
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Night Cleaning Assignments

- ▶ Night cleaning assignment must be carried out after the outlet is closed. Normally, from 10 p.m to 2 p.m.
- ▶ For upscale hotels, which have 24 hours dining outlets, the cleaning must be done during slow period (from 2 a.m to 5 a.m).



General Cleaning

–Require daily or weekly cleaning. Some tasks are done once a month or twice a year.

-General cleaning focus on :

Assigning Monthly Tasks

Vacuum upholstered furniture or fittings

Wax lamp bases and decorative items

Wash and polish all wood and non wood furnishings

Wash and polish all clear glass except windows(daily cleaning).

Wash and spot clean walls.

Polish marble floor.

Scrub and wash tiles in public restroom.

Assigning On-Demand Tasks

- Selecting a few tasks that should be done on demand.

- It includes :

- changing all chandeliers and

- light (bulb) features.

- washing and cleaning large

- fixtures.

- floor care: carpet cleaning,

- waxing and polishing.

FUNCTIONS OF HOUSEKEEPING DEPARTMENT

- ▶ Providing clean comfortable and safe surrounding
- ▶ Maintaining a “house”
 - ▶ organized will approach and technical understanding to enable Housekeeping Department to cope with the volume of work
- ▶ Obtaining optimal room sale
 - ▶ room can be sold over and over again
 - ▶ ensures optimal room sales to obtain maximum profit
- ▶ Fulfilling guest's preferences
 - ▶ the criteria by which each guest decides whether room is good or bad is strictly personal and Housekeeping Department will tries their best to fulfilling guest preferences as best as they can
- ▶ Creating appealing and desirable room
 - ▶ ensures that the basic human needs of comfort and security are also taken care of.
 - ▶ giving a guest a desirable room, has a direct connection on the guest experience in a hotel

FUNCTIONS OF HOUSEKEEPING DEPARTMENT

- ▶ Developing effective cleaning practices
 - ▶ Executive Housekeeper's need to protect this investment and maximize the life expectancy of all interior design elements by developing effective cleaning practices and training staff to carry out these efficiently.
- ▶ Maintaining property's interior
 - ▶ ensures that property interior's continue to look and operate like new as long as possible.



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GOOD HOUSEKEEPING \$1.00 A YEAR



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HOUSEKEEPING



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