

Unit 1

Introduction to Hotel Housekeeping

1.1 Importance & Functions of Housekeeping

1.2 Guest satisfaction and repeat business

1.3 Housekeeping Areas—Front-of-the-house and Back-of-the house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

Introduction:-

Housekeeping may be defined as ‘provision of a clean, comfortable, safe and aesthetically appealing environment’.

The housekeeping Department in a hotel is responsible for the cleanliness, maintenance & aesthetic upkeep of hotel. The housekeeping department takes pride in keeping the hotel clean and comfortable. The room sale is dependent on, apart from the several other things, the quality of room décor, room facilities, cleanliness of room and how safe it is. This criterion by which each guest decides whether a room is good or bad is strictly personal. This manual attempts five readers that technical and human approach to housekeeping which will make their hotel most sought after.

Importance of housekeeping Department:-

- Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and the surroundings.
- The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest’s experience in the hotel.
- Housekeeping is the backbone of the hotel.
- The HK department not only prepares clean guestrooms on a timely basis for arriving guests, 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.
- HK is an ancillary department that contributes in a big way towards the overall reputation of a property.
- HK department is 24x7x365 operation.
- It stacks the needed linen to make up all the beds in a hotel, the huge amount of bathroom supplies, guest room supplies etc.
- Housekeeping department also deals with the cleaning equipment and cleaning agents with the right cleaning procedures for the maintenance of the hotel property.
- Other than hotels, professional housekeeping services are very much in demand in hospitals, on cruise liners, at offices and more.
- Contract housekeeping is becoming a lucrative entrepreneurship venture these days.

Guest Satisfaction and Repeat Business

First Impression: Housekeeping helps us to give a good impression to any customer because when a customer first comes into a hotel, he/she will feel good to see the good system regarding decoration & make his/her visit again and again.

Home Away From Home: Housekeeping provides a home away from home because when any customer takes a room & sees that everything that a room requires is placed on its right place & all the facilities like home are there in the room so he/she will feel that he/she is not away from home.

Repeat Business: When a customer will be satisfied with the services provided by the hotel & also likes the decoration or view of the hotel, he/she will visit the same hotel again & again. Also, he/she will tell others to be the customer of that hotel so we can say that housekeeping plays the role of repeat business.

Functions and Responsibilities of Housekeeping Department: -

The aim, objectives and responsibilities of the housekeeping department are to

- Achieve the maximum possible efficiency in ensuring the care and comfort of guests and in smooth running of the department.
- Co-ordinate with front office department for efficient sale of rooms.
- Establish a welcoming atmosphere and ensure courteous, reliable service from all staff of the department.
- Provide linen in rooms, restaurants, banquets halls, conference venues, health clubs, and so on, as well as maintain an inventory for the same.
- Provide uniforms for all the staff and maintain adequate inventories for the same.
- Cater to the laundering requirements of the hotel linen, staff uniforms and guest clothing.
- Provide and maintain the floral decorations and maintain the landscape areas of the hotel.
- Select the right contractors for jobs such as pest control, façade cleaning, etc. and ensure that the quality of work is maintained as at the onset of the business.
- Coordinate renovation and refurbishing of the property as and when, in consultation with the management and with interior designers.
- Coordinate with the purchase department for the procurement of guest supplies, cleaning agents, equipment's, fabrics, carpets, and other items used in the hotel.
- Ensure updation of records, form, and formats for systematic operations and for auditing purposes.
- Deal with lost and found articles.
- Ensure training, control, and supervision of all staff attached to the department.
- Establish a good working relationship with other department.
- Ensure that safety and security regulations are made known to all staff of the department.
- Keep the general manager or administrator informed of all matters requiring attention.

Housekeeping Areas

Front of the House Area	Back of the House Area
<ul style="list-style-type: none">• Guestrooms• Corridors• Lobbies and Public Restrooms• Pool and Patio areas• Meeting Rooms• Dining rooms/Restaurants• Banquet Halls• Convention Halls• Hotel-operated Shops• Games Rooms/Recreation rooms• Exercise Rooms/Gymnasium• Building Exteriors• Landscaping and Gardens	<ul style="list-style-type: none">• Management offices• Storage areas• Linen and Sewing Rooms• Laundry Room• Employee Lockers Rooms• Administrative Offices• Cloakrooms• Maid's Service Room• Pantry Area

References:

- G. Raghubalan, Smritee Raghubalan. (2015). *Hotel Housekeeping: Operations and Management* (Seventh ed.). Oxford University Press.
- Sudhir Andrews. (2009). *Housekeeping Training Manual*. Tata McGraw- Hill Education.

Complied By

Dr. Prerna N. Bhautik

Accommodation Department

AISSMS CHMCT