

Class: - BHMCT IInd Year

Semester: - 3rd Semesters

Subject: - C 303 Accommodation Operations

CHAPTER 1 HOUSEKEEPING SUPERVISION

1.1 ROLE OF SUPERVISOR

Definition:-

A supervisor is a person who supervised activities or people, especially workers.

Supervisors carry the responsibility of directly managing the human resources, the most important resource of the housekeeping department.

• **TYPES OF SUPERVISORS**

1. Floor Supervisor
2. Public Area Supervisor
3. Linen Room Supervisor
4. Uniform Room Supervisor
5. Night Supervisor
6. Laundry Supervisor

1. To aware of their **hours of work** and adhere to the **planned duty roster**.
2. To make any **adjustment for off-days** in consultation with the concerned employees.
3. To instruct the **cleaning routines and schedules**.
4. To regularly **fill up the cleaning and maintenance checklists** and inventories after a complete physical check.
5. To **liaise** with the maintenance department
6. To **inspect and record room status** regularly and liaise with the reception desk.
7. To **issue the relevant keys**, keep track of them, and get them safely back.
8. To be responsible for dealing with **lost-and found articles**.
9. To checks the **stocks regularly**. take delivery of stocks, and issue supplies to attendants.

10. To **supervise the staff** involved in the cleaning and setting up of banquet halls, meeting rooms and other event venues.
11. To **check and record the amount and condition of the house linen** during collection, dispatch , storage, repair, and use.
12. To arrange for the **induction and training of staff**.
13. To regularly **appraise** managers of individual **staff performance**.
14. To inform the employees of **staff welfare schemes** and other facilities.
15. To **liaise with staff** from **other departments** in a way that shows respect for their skills and abilities.

1.2 SPECIFIC FUNCTIONS OF SUPERVISORS – GUESTROOM INSPECTION, INSPECTION OF VIP ROOMS, LINEN INVENTORY

GUESTROOM INSPECTION:-

Cleanliness and maintenance

Approved for occupancy by supervisor

Last look will be the guest's first look

Eye for detail

Up to the establishment standards

Need for deep cleaning or not

Leaving no room for neglect

Efficient checklist

Inspection of bedroom and bathroom clockwise or anti-clockwise

Final look around the room.

INSPECTION OF VIP ROOMS:-

It should be checked by Assistant Housekeeper personally.

Thorough checking is done

Thorough cleanliness

To see the degree of soiling

All the VIP amenities in place

LINEN INVENTORY:-

Physical verification

carried out at Periodic Intervals

Accurate entries

Overages and Shortages

the discards are stamped 'condemned' and set aside.

1.3 CHECKLIST FOR INSPECTION

DEFINITION OF CHECKLIST:-

A workplace housekeeping checklist is a tool used to ensure that the workplace is well organized, hygienic, and safe for all employees.

1. Inspection of the cleaned area
2. It's a tool for supervisor
3. Checklists are for all areas
4. Housekeeping department is responsible for cleanliness
5. Standards of cleanliness to be achieved.
6. Record any observation
7. Detailed checklists thorough inspection

SAMPLE CHECKLIST FOR WORKPLACE HOUSEKEEPING

This checklist provides the basic requirements for workplace housekeeping. Should a "No" be recorded for any of the below checklist items, immediate follow-up action is necessary to remove the unsafe condition to prevent its reoccurrence. This checklist is non-exhaustive and users are recommended to make the necessary customisation to suit your work processes and conditions at the workplace.

S/N	Items		Remarks
1	Work area is clean, tidy and clutter-free.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2	There are no unnecessary items in the work area.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3	There are no food and drinks in the work area.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4	Aisles, walkways, stairways and exits are unobstructed.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5	There are no objects protruding into aisles and walkways.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6	No item is placed around emergency equipment (e.g., fire extinguishers, first aid kits).	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7	Floors (e.g., tiles, boards and carpets) are in good condition.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
8	Floors are dry and free from accumulated dust, broken glass and leaks or spills (e.g., oil or water).	<input type="checkbox"/> Yes <input type="checkbox"/> No	
9	Floor markings are highly visible and not faded.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
10	Floor openings or holes are guarded by a cover, grating or guardrail on all sides (except at entrances to stairways or ladders).	<input type="checkbox"/> Yes <input type="checkbox"/> No	
11	Lamps or light sources are clean and provide adequate illumination for working.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
12	Warning signs are in good condition and can be clearly seen from afar.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
13	Cords, cables and hoses are bundled up when not in use.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
14	Machine and equipment guards are in place and secure.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
15	Tools are in good condition and in their designated location.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
16	Storage areas are clean, tidy and organised.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
17	Stacked materials are placed on a flat and firm foundation.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
18	Storage racks used are adequate for the task and in good condition.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
19	Heavier and bulkier items are placed on the lower shelves of a storage rack.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
20	Hazardous substances (e.g., flammable materials, toxic substances) are stored in compatible containers, stored	<input type="checkbox"/> Yes <input type="checkbox"/> No	



Clareance... a brighter place

CLEANING SCHEDULE - 2015
(month)

Business Name:.....

Week 1 Ending:

DAILY: *includes sanitising	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Floors							
Walls near food prep. area							
Waste Bins							
Bench Tops*							
Microwave							
Cooktops							
Handbasins*							
Sinks*							
Door Handles - Coolroom							
Bain Marie							
Display Cabinet*							
Checked by:							
WEEKLY							
	Mon	Tues	Wed	Thurs	Fri		
	Dry Goods Store	Staff Toilets	Exhaust Canopy	Coolroom & Fridges	Light Fittings		
Checked by:							
MONTHLY							
Grease Traps	Checked by:						
Check Regularly:	Ceilings Shelving			Exterior Grease Drums			

1.4 DIRTY DOZEN AND QUICK SIX INSPECTION

DIRTY DOZEN

A checklist of 12 areas (12 numbers hidden inside) identified in guestrooms that GRA's attention & tends to accumulate dust.

- **QUICK SIX INSPECTION**

- 1) CREDENZA (Sideboard)
- 2) NIGHTSTAND
- 3) BED LINEN
- 4) VANITY WALL
- 5) SHOWER WALL
- 6) TOILET

DIRTY DOZEN AREAS

1. Between bed and nightstand where dirt and debris may accumulate.
2. Drawers and wardrobes
3. Below the lamps
4. Tops of picture frames
5. Top edges and backs of doors
6. The diffuser grilles of radiators of doors,
7. Ceilings
8. Pillows and Pillowcases
9. Odor of the room
10. The tiles area near to the shower.
11. Behind the toilet bowl
12. under vanity unit and towel racks
13. The faucet filters
14. The air vents in the toilets
15. The baseboards in the guest bedrooms as well as bathrooms.