

C103 Basic Rooms Division – I (2019 Pattern)

Chapter 1

INTRODUCTION TO HOUSEKEEPING DEPARTMENT

(1) LEARNING OUTCOME

After completing this module students will be able to:

- a) Understand the concept of housekeeping.
- b) Know the Objectives and responsibilities of the Housekeeping department.
- c) Know the functions of Housekeeping staff.
- d) Understand the coordination and cooperation of Housekeeping department with other departments.

(2) INTRODUCTION

Whenever we go to any house, office, shop, restaurant, hotel, the very first thing we easily spot is the cleaning and maintenance of the property and it in fact tells a lot about the background of the property, so we must maintain everything in the house in a good and presentable order to make it look like a inviting one. From here the concept of housekeeping starts. We can define housekeeping as maintaining home\hotel on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running. The housekeeping department must ensure that each and everything in the hotel is in useable condition and properly functioning. Providing a clean, safe, comfortable environment are the key element to any good housekeeping services. One feels comfortable in such an environment which is clean, well ordered and every hotel focuses in making the ambiance as pleasant as possible by nice color scheme, well decoration, attractive furnishing and a well kept efficient staff. As a guest spend more time alone in his room than any other area of the hotel, it become important to take care of guest need from the point he checks in till he checks out by giving him personalized services along with proper hygiene and cleanliness. All this adds to the responsibility of the housekeeping staff. They have a lot work from cleaning and maintaining guest rooms, public areas, taking care of the laundry, linen, and bed making decoration, safety and security. Housekeeping staff have to coordinate with the other departments to provide high quality, timely services and minimize any disturbance. All this results in a satisfied customer and make him a frequent visitor and bring profit to the hotel.



(3) DEFINITION OF HOUSEKEEPING

Housekeeping is defined as the clean provision of a clean, comfortable and safe environment. It is management of the property and equipment of an institute or organization, a house, industrial or commercial institute.

Key essence of housekeeping:

Cleanliness

Room, toilets, bed should be clean.

Furniture and everything in the room should be maintained in its original state and proper place.

Comfort

Bed, furniture, should be such that the guest feels relaxed and comfortable.

Supplies that are kept in the room should be convenient for the guest.

Safety and Security

The hotel must be secure from any theft, fire, short circuit, accidents.

Fire alarm, fire escape system, and smoke detectors must be there.

There should be a safety measures on all the floors.

(4) OBJECTIVES/AIMS OF HOUSEKEEPING DEPARTMENT

- Maintaining clean, safe, comfortable, fresh, and attractive and inviting surrounding for the guest.
- Keeping a room ready for the new arrival and contributing in the hotel's margin of profit by selling of rooms.
- Achieving the maximum possible efficiency in making sure the care and comfort of the guest and providing maximum satisfaction by taking care of his needs.
- Making sure of high standard of cleanliness and general upkeep of all areas the guest rooms, public areas, front of the house, back of the house etc. the department is responsible for.
- Providing linen in rooms, restaurant, conference hall, food and beverage department, banquet halls where ever required in the premises of the hotel.
- Coordinating renovation and refurnishing of the hotel property, maintain the landscaped areas of the hotel areas as and when , in consultation with the management and with interior designers,
- Providing uniforms to the hotel staff and maintaining inventory for linen and uniforms.
- Catering to the laundry requirements of hotel linen, staff uniforms and guest clothing.
- Taking care of the lost and found articles.
- Establishing a good working relationship with all other departments of the hotel for better functioning of the hotel.
- Informing the upper management of all the matters which require their attention.
- Coordinating with the purchase department for the procurement of the guest supplies, cleaning agents, equipment, fabrics, carpet and other items used in hotel.
- Ensuring proper training, control and supervision of all the housekeeping staff 'members.
- Ensuring courteous, timely and reliable services from the staff.
- Handling the issues related to the safety and security of the guest, staff's members, and hotel property.
- Contributing in saving cost of labour, cleaning materials, equipments etc.





(5) RESPONSIBILITIES OF HOUSEKEEPING DEPARTMENT

- 1) **Guest Satisfaction:** To providing the guest with clean, safe, comfortable, attracting and inviting surrounding for the money he/she has paid and make his stay pleasant and taking care of his needs from guest checks in till he checks out by giving him personalized and timely services.
- 2) **Employees Satisfaction:** To provide each employee a pleasant environment where he can fully utilize his skills and prove to be more productive and enhancing the satisfaction level of the staff member's.
- 3) **Cleanliness:** It is the services and the cleaning that influence guest to make his choice weather he will return to the property of hotel or not. High standard of cleaning and maintenance of all the guest rooms, public areas, front of the house areas and back of the house areas are taken care by Housekeeping Department.
- 4) **Maintenance:** To Check all the fixtures like tap, sink, geyser, wiring, electrical switches etc. are well functioning. To resist in the maintenance of the building while contributing to a safe and healthy environment. **Safety and Security:** To safeguard human and physical assets from any kind of accidents. The housekeeping staff must be known to the safety and security regulations to eliminate any kind of loss of lives or property and to provide first aid.
- 5) **Providing Linen:** To provide linen where ever required if it is room, banquet hall, food and beverage department, restaurant, conference venue and maintain inventories for linen and uniforms.
- 6) **Providing Uniforms:** To provide uniform and guest cloths at time and cater to the laundry requirement.

- 7) **Coordination and Cooperation with other Departments:** To coordinate and ensure maximum co-operation with other departments like Front Office, Food & Beverage, Safety and Security, Purchase and Receiving, Accounts, Laundry Services, Engineering and Maintenances to provide high quality of services and to establish a good working relationship.
- 8) **Interior Decoration and Designing:** To coordinate with the property as and when required in consultation with the management and the interior designer as well as to provide and maintain the floral decorations and landscaped areas of the hotel.
- 9) **Other Responsibilities:**
 - 10) To ensure with the smooth running of the department it deals with the lost and found articles.
 - 11) To keep the General Manager and administrator informed of all matters requiring special attention.
 - 12) To ensure training control and supervision of all staff attached to the department.

(6) AREAS OF RESPONSIBILITY

Every part in the hotel needs to be kept clean, tidy and everything placed here should be in a presentable and working condition there are the few areas which require housekeeping:

- **Rooms and Corridors:** Bed, be making, carpets, door, windows, wall paint, wall paper, fances air conditioners, wiring, electrical switches.
- **Toilets:** Water closet, tap, sink, geyser, supply of towels, toilet paper, soap, shampoo etc.
- **Furniture and Furnishing:** Furniture,, sofa, dining table, chairs, table lamp, tube lights etc,
- **Garden:** Plant, trees, flowers, bushes, pots lawn etc.
- **Linen:** Curtains, bed sheets, cushion cover pillow covers, table covers, napkins etc.
- **Public Areas:** Stair case, corridors, conference and seminar room, recreation room, clubs, swimming pool, parking area, offices etc.
- **Front of the House Areas:** swimming pool, parking area, club, food services.
- **Back of the House Areas:** Staff canteen, locker rooms, laundry, linen room,

- **Extra Room Complimentary and Supply:** First aid, hot water begs, iron, ice begs, hair dryer etc.
- **Other Areas:** Guest rooms, floors, uniform rooms, florist etc.:

(7) FUNCTIONS OF HOUSEKEEPING DEPARTMENT

1) Cleaning Rooms and Public Area

Guestrooms play an important role in earning revenues as well as in image building of the hotel. Guest always looks for comfort and expects a certain standard of services and it is the job of the Housekeeping department to make his stay comfortable and make the ambiance pleasant. Floors, lobby, dining rooms, uniform room, function room ,store room, bars, office, swimming pool each and everything required to be well cleaned by the staff.

2) Bed Making

A guest requires a comfortable bed to take rest, relax, sleep, enjoy and a skilled personnel will make a wrinkle free bed within minutes. Clean sheets, blankets, pillows, bottom sheet, night sheet, second sheet, foot fold everything is considered by the staff.



3) Clothing and Linen Management

Linen includes all fabrics that are used in a hospitality industry. Basically linen room is centralized and acts as a storage point and distribution center for clean linen. Curtains, bed sheets, cushion cover pillow covers; table covers, napkins are the example of clothes and linen used in different hotels. Linen is the one of the largest expenses of housekeeping department. Efficient linen and laundry management ensures that large volumes of soiled linen are washed

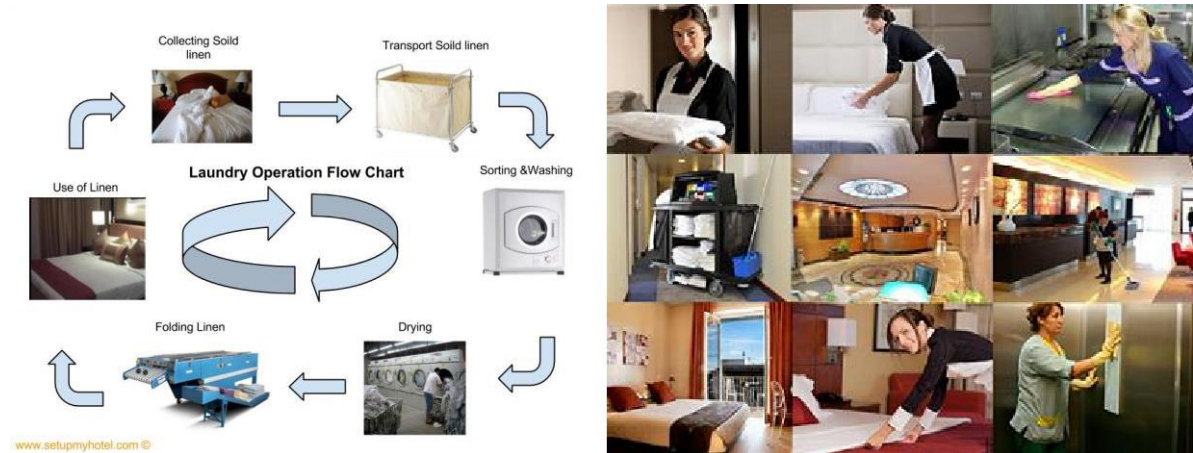
and treated so as to look neat, smell fresh and feel crisp and they are disbursed at the right time and to the right place.

4) Laundry Services

Another major function of housekeeping department is doing proper cleaning and hygienic washing of all the linen items and ensuring a continuous supply of linen to the different areas of the hotel. A hotel may operate its laundry services through –

An in-house laundry is a laundry operating in the premises of the hotel

A commercial laundry the hotel does not manage these laundries on its own but sends the soiled linen to an outside establishment.



5) Key Control

Ensuring the proper management of the keys is the prime responsibility of the housekeeping staff. It should be handled effectively and safely before and after letting the room.

6) Pest Control

Insects and the other small animal's like bedbugs, rat, mice, cockroaches that are harmful and or cause damage; therefore, pest control is one of the primary tasks of the department.

7) Safety and Security

It is the prime duty of the Housekeeping department to take care of the safety and protection of guests, employees, the property, assets of hotel. The current trend today uses the term safety in discussing matters such as disasters, fire preventions, fire protection devices and conditions that provide for freedom from injury and damage to property. There are the new terms, such as

protection and safeguarding of assets, threat analysis, security surveys, and risk analysis and risk management. Working in housekeeping involves physical activities and use of equipment both of which increase the risk of accident and injury so, the housekeeping staff must be trained in protecting himself and others.



8) Interior Decoration

Along with the cleaning and maintenance, the interior decoration is another key area the housekeeping staffs need to take care of. The aim of interior decorations is to aesthetically design and plan a room. It is an art of creating a pleasant atmosphere in the living room with the addition of a complex of furnishing, art and craft, appropriately combined to achieve planned results.

9) Room Maintenance

Good housekeeping department is just as responsible for the hotel's maintenance as an engineering department. The housekeeping staff works in close liaison with the engineering department. The damaged and broken items are regularly fixed which ultimately results in proper functioning and eliminate guest complaints.

10) Refurbishment and Redecoration

The staff has to do complete renovation where all the soft furnishings are changed and the furniture too may be changed or redone. It is usually done once in a 3-5 years floor wise while redecoration is done as per requirements.

11) Budgeting

The executive housekeeper draws up the budget keeping in consideration various factors and presents the annual budget for the forthcoming Budgeting Financial year.

(8) COORDINATION AND COOPERATION OF HOUSEKEEPING DEPARTMENT WITH OTHER DEPARTMENTS

Coordination and cooperation of Housekeeping Department with Other Departments is one of the main functions it perform in order to provide the best services to guest and making the environment a inviting one. Not only the guest satisfaction but also ensures that no department functions in insulation, leading to more effective functioning of the hotel. Each department relay on others for information and other services. The Housekeeping Department cooperates with the following departments of the hotel industry:

Front Office, Food & Beverage, Engineering & Maintenance, Purchase & Receiving, Human Resource and Personnel, Laundry etc.

Housekeeping Department and Front Office Department

- i. First of all the front office department inform the housekeeping staff about the vacant room after the guest check out for the cleaning and preparing the room for resale.
- ii. Later the cleaned rooms are handed over to the Front office by Housekeeping Department.
- iii. Major renovations are coordinated with the front office.
- iv. Front office informs housekeeping department about any VIP guest arrivals.
- v. Special requests of the guests are referred to the housekeeping staff in order to avoid complaints and to cater the guest needs.
- vi. Front office department is informed regarding any items that have been lost or found, so that the property can be returned to the guest.

Housekeeping Department and Engineering and Maintenance Department

- i. The maintenance department takes care of all repairs such as electrical, air conditioning, plumbing, carpentry, painting, polishing, masonry, fixtures. After the repairs the room is cleared to housekeeping for sale.
- ii. Advice of maintenance department is taken before purchasing any equipment.

- iii. Both the departments work in close coordination during major renovations and refurbishment projects.

Housekeeping Department and Food and Beverage Department

- i. Food and Beverage Department coordinate with Housekeeping Department for linen, uniform, regular cleaning of restaurant, banquet functioning, pest control, and safekeeping of the complimentary items.
- ii. Room service trays are cleared by housekeeping.

Housekeeping Department and Purchase and Receiving Department

- i. The purchase department procures items for housekeeping such as guest supplies kept in rooms, stationary, linen of various types, detergents, etc.

Housekeeping Department and Human Resource and Personnel Department

- i. The both department coordinate with each other for recruitment of housekeeping staff, salary administration, and grievance procedure, identity cards for staff, induction, transfers, and promotions abs exit formalities.



Housekeeping Department and Sales and marketing

- a) The Sales and marketing department inform the housekeeping of the occupancy forecast for the entire year, which is broken up month wise which helps housekeeping into budget for the necessary expenses.
- b) Sales and marketing department bring the guest to the hotel and the housekeeping department ensures that the repeat business is obtained by providing the level of cleanliness and services that meets or exceeds the guest expectations.
- c) Sales and marketing staff have to depend on housekeeping for their uniforms.

Housekeeping Department and Laundry

- a) Housekeeping needs to coordinate with the laundry with regard to housekeeping employees' uniforms and those of other departments as well.
- b) Laundry helps in enhancing the quality of the housekeeping services.
- c) It has to supply the clean uniforms and linen to housekeeping on time.
- d) Housekeeping has to ensure that clean linen is issued to guest rooms, restaurant, health clubs etc.

SUMMARY

Housekeeping department is the major part of any hotel small, medium or big, because it is the only department which takes care of not only the guest but also the staff and the hotel itself. It helps in the smooth functioning of the operations of the other departments by coordinating and cooperating with these. The prime objective of the department is to provide clean, comfortable, safe environment and maximum satisfaction to the guest. This directly helps in making profit for the hotel through more room sales. In this section, the housekeeping is defined in detail with the key essence. The aim/objective has been discussed in details along with the responsibilities the housekeeping staff is accountable for. The areas of responsibilities are also mentioned here for the better understanding their responsibilities. The various functions the housekeeping workers perform in order to achieve the objective have been described. Further the coordination and cooperation of the housekeeping department with other department have been discussed.