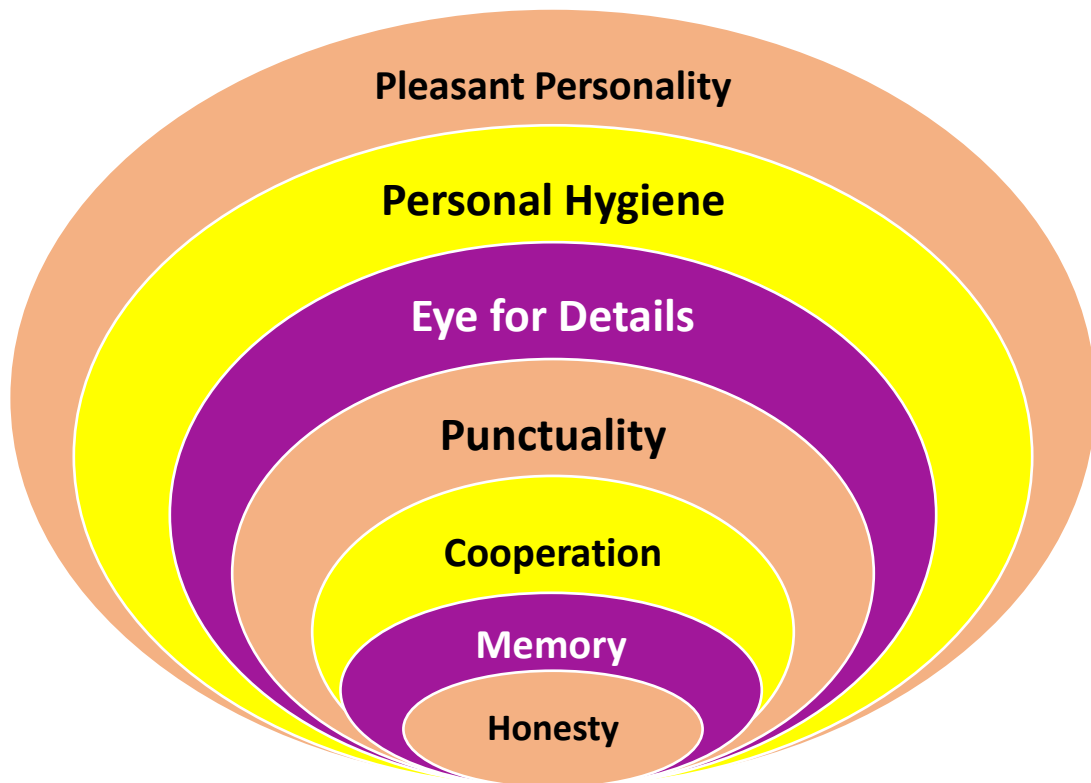
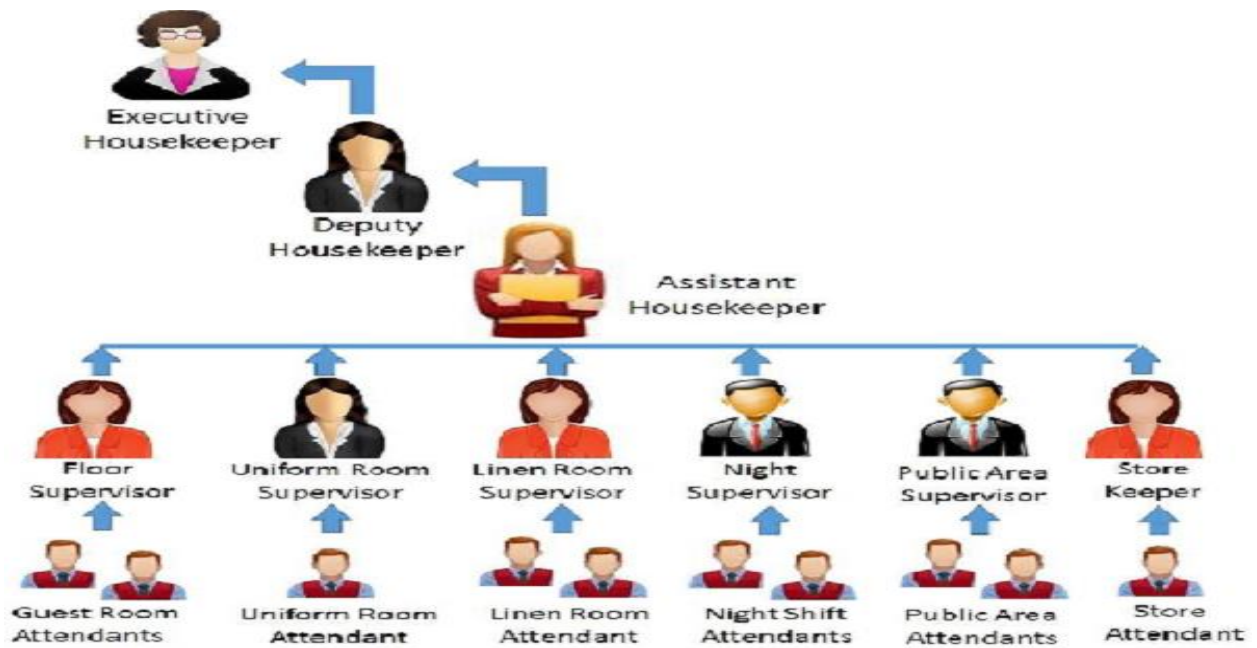


Chapter 4 – Organizational Framework of the Housekeeping Department



Pleasant Personality

Personality has a power to uplift, power to depress, power to curse and power to bless.....

- ✓ Neat, Clean & Well ironed Uniform
- ✓ Short, well-trimmed hair with soothing style
- ✓ Trimmed nails
- ✓ Minimum & sophisticated Jewelry
- ✓ Well- polished shoes
- ✓ Female employees preferably in tied hair
- ✓ Use of soft cologne instead of strong perfumes

Personal Hygiene

Front office staff comes in direct contact with the guest. In order to maintain the cleanliness and positive image of the employees and hotel one should –

- ✓ Have Clean & Fresh-looking appearance
- ✓ Should follow daily hygiene chores
- ✓ Should not have a body odour or bad breath.
- ✓ Keep your hands clean all the time
- ✓ Use of sanitizer is a new normal in the hotel
- ✓ Ensure that all the tools & equipments are sanitized

Physical Fitness

- ✓ Most works are manual in nature.
- ✓ He or She should possess a strong heart & good foot.
- ✓ HK is a 24x7 service, they may need to handle heavy equipments. }Physical fitness means a lot more in HK.

Eye For detail

- ✓ Eye for detail This is one of the foremost attributes that housekeeping staff must possess.

- ✓ They must be able to take into consideration minute details that a layman may let go unobserved.
- ✓ The power of critical observation is what distinguishes good service from average.
- ✓ Room attendants need to have an eye for detail in order to make up a flawless guestroom and housekeeping supervisors need to have a keen sense of observation to inspect these rooms for perfection.
- ✓ Furthermore, the whole property must be continually scrutinized by the housekeeping department for proper care and maintenance.

Punctuality

- ✓ Punctuality is also important. If an employee is continually late for duty, it shows lack of interest in the work and a lack of respect for the management and guests.
- ✓ Respect for time during working hours will reflect on the employee's work and help to create an impression worthy of appreciation

Co-operation

- ✓ Cooperation Housekeeping staff must cooperate not only with each other, but also with the staff of other departments.
- ✓ This is absolutely essential, since housekeeping involves a lot of team-work for efficient functioning.
- ✓ If there is any lack of cooperation and coordination, it indirectly affects the guest and hampers efficiency.

Memory

- ✓ Good memory is an essential asset in housekeeping staff, particularly when dealing with regular guests & repeat customers.
- ✓ A staff member who remembers a guest's like, dislikes, needs, and wishes will be tremendous asset to the hotel

Honesty

- ✓ This is very essential attribute of housekeeping staff, especially room attendants who have direct access to guest room.
- ✓ Guest belonging sometimes valuables are found lying around in the rooms the temptation to theft are great, it is only the personal quality discipline and integrity that checks this temptation

Curtesy

- ✓ A housekeeping employee should extend courtesy to both guest and colleagues.
- ✓ It is essential that while dealing with guests, the staff be humble and polite.
- ✓ Housekeeping staff should never argue with a guest and, if they cannot deal with the situation, it should be referred immediately to a senior member of the team.

- ✓ Guests will always remember pleasant and charming staff, as this adds to the guest's positive experience in a hotel.

Rules for the Housekeepers

1. Enter the floor with clean and tidy uniform, in a properly groomed manner.
2. Only use the service elevators.
3. Speak to the other working staff only when necessary.
4. Don't be loud while talking,
5. Don't touch guest belongings
6. Do not walk by stamping the feet, run, or jump in the hotel premises.
7. Eat only in meal hours, not while cleaning.
8. Stand outside the guest room while speaking to the guest to respect their privacy.
9. Always keep the room doors open while cleaning.
10. Greet the guests with smile according to the time of the day.
11. Never answer the guest room phone.
12. Never use guest room phone or floor desk phones for making private calls.
13. Never use guest bathrooms.
14. Familiarize themselves with the faces of guests. This is especially important for the security purpose.
15. Never argue with the guest.
16. Never use a guest room for unauthorized person.
17. Do not accept any gift from the guests and politely deny them. If the guest insists to take and feels offended on denial, then mention the gift to the floor supervisor who can permit the attendant to take the gift out of the hotel.

Duties of Ex. Housekeeper

The housekeeper reports to the General Manager or the Rooms Division Manager.

1. Organize, supervise and co-ordinate the work of the housekeeping personnel on a day-to-day basis.
2. Draw up duty rosters and supervises the discipline and conduct of the staff
3. Assure proper communication within the department by conducting regular meetings with the staff
4. Hire new employees
5. Establish and maintain standard operating procedures
6. Check the reports filed and registers maintained

Duties of Deputy Housekeeper

The assistant housekeeper reports to the Executive housekeeper

- Take charge of the housekeeping department in the absence of the executive housekeeper.
- She is responsible for the efficient management of cleaning and servicing of guestrooms
- Responsible for the hotel linen and check its movements and its distribution to room attendants
- Provide the front office with a list of rooms ready to be sold
- Arrange the training of staff
- Check the VIP and OOO rooms

Duties of Floor Supervisor

He / She reports to the Assistant/ Deputy Housekeeper. He/ She has the final responsibility for the condition of guestrooms.

- Supervise the handing over of soiled linen to the laundry
- Issue floor keys to room attendants
- Supervise spring cleaning
- Report on maintenance work on the floor
- Maintain par stock for the respective floors
- Report any safety or security hazard to the management.

Duties of Public area Supervisor

He reports to the Assistant Housekeeper. Public areas are the “Front of the House” areas such as entrance, lobby, guest corridors etc.

- He should ensure that all public areas are kept clean at all times.
- Organize special cleaning of public areas
- Ensure that all maintenance jobs are attended to in co-ordination with the maintenance department
- Ensure that flower arrangements are placed in appropriate places in the public areas.

Duties of Night Supervisor

He reports to the Assistant Housekeeper. He supervises all the night staff.

- Ensure that all public areas are thoroughly cleaned t night
- Make sure that departure rooms are serviced and made ready as soon as possible
- Organize special cleaning of rooms as required
- Report safety and security hazards
- See that all the lost and found articles are deposited with the control desk

Duties of Linen Room Supervisor

He reports to the Assistant Housekeeper and supervises the work of the linen room

- He is responsible for the entire hotel’s linen
- Send the dirty linen to the laundry after checking them thoroughly
- Put away linen neatly once it has been washed and ironed.
- Hand out linen to various departments on presentation of vouchers signed by the HODs of the respective departments
- Maintain a register of linen movements
- Looking after the ironing and the laundering of guest clothes and uniforms of the hotel staff.

Duties of GRA (Guest Room Attendant)

- Performs routine duties in cleaning and servicing of guest rooms and baths under supervision of housekeeping supervisor. Room attendant promotes a positive image of the property to guests and must be pleasant, honest, friendly and should also be able to address guest requests and problems.
- He/She should maintain complete knowledge of and comply with all housekeeping departmental policies/service and the hotel's procedures/standards. Additionally, maintain complete knowledge of correct maintenance and use of equipment.
- Enters and prepares the room for cleaning.
- Dusts the room and furniture.
- Replenishes guestroom and bath supplies.
- Cleans the bathroom.
- Cleans the closet.
- Vacuums and racks the carpet.
- Checks and secures the rooms.
- Delivers and retrieves items on loan to guests e.g. iron and ironing boards
- Ensures security of guest rooms and privacy of guests
- Performs rotation cleaning duties (e.g. steam clean carpets, spring cleaning, super cleaning etc.) as required
- Cleans guest bathroom/bedroom/floor corridor.
- Anticipates guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- Always maintains positive guest relations.
- Resolve guest complaints, ensuring guest satisfaction.
- Monitors and maintains cleanliness, sanitation and organization of assigned work areas.
- Replaces facial, toilet tissue and bathroom amenities in correct amount and location.

- Inspects condition of bathrobes and replace soiled/damaged ones.
- Removes dirty bed linen and make up bed with clean linen.
- Replaces laundry bags and slippers.
- Replenish amenities according to the operational standards.
- Dusts and polish all furniture.
- Realigns furniture to the floor plan.
- Responsible for replenishment of guest complimentary water.
- Responsible for the cleanliness and maintenance of his work area.
- Responsible for the Hotel property in the work area.
- Attends to guest calls, guest requests /guest complaints in the area assigned to him.
- Authorized to enter in guestrooms for cleaning and providing turndown services as per requirement.
- Responsible for following the standard operating procedures.
- Responsible for achieving and exceeding the guest satisfaction score.
- Update status of rooms cleaned on assignment sheet.
- Handles lost & Found

Reference

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