

HOSPITALITY MANAGEMENT

Unit - 5

Topics covered :

House Keeping Department – Introduction

Sections, hierarchy, duties and responsibilities

Public areas of a hotel

Lost and found procedure

INTRODUCTION

Housekeeping is defined as 'provision of a clean, comfortable, safe and aesthetically appealing environment'. By another definition, '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 term Housekeeping outside the hospitality, hospitals refers to the management of daily duties and chores involved in the running of a household, such as cleaning, cooking, home maintenance, shopping, and bill payment etc. These daily recurring tasks may be performed by any members of the household, or by other persons like butler or maids who are hired for the purpose.



Hotel Housekeeping

SECTIONS

- 1. Executive Housekeeper's office:** An Executive housekeeper has to plan, counsel, brief and meets her subordinates. It should preferably be a glass-panelled office so as to give her/him a view of what is happening outside the office. The office should be led by a cabin for the secretary who would control movement into the housekeeper's office.
- 2. Desk control room:** It is a centre for coordination and communication with the front office and other departments. The desk control room is the point where all staff report for duty and check out at the duty end.
- 3. Linen room :** It is where current linens are stored for issue and receipt. The room should free from heat and humidity. The room should preferably be adjoining the laundry so as to supply linen to and from the laundry.



4. Uniform room: This room stocks the uniform in urgent use. It is possible that smaller hotel may choose to combine the uniform room with the linen room. A separate uniform room really depends upon the volume of uniforms in circulation. The only difference will be that the uniform room would have adequate hanging facilities as many uniforms are best maintained when hung.

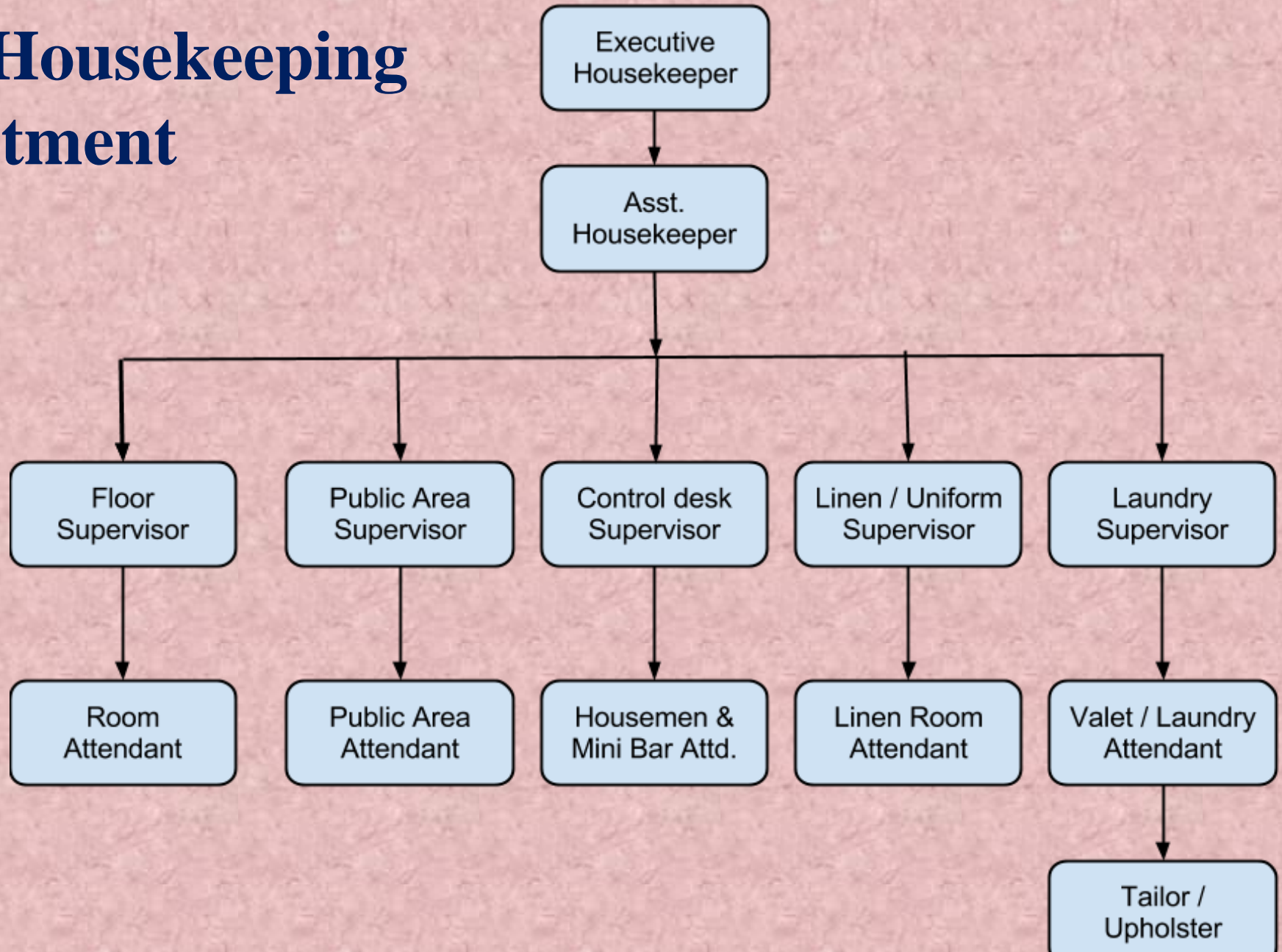
5. Tailor's room: This room is kept for house tailors who attend to the stitching and patch-up work of linen and uniforms. Room is avoided if the mending and the stitching jobs are done in contract basis.

6. Flower room : This should be an air-conditioned room to keep flowers fresh. The room should have a work table, a sink with a water supply and all necessary tools required for flower arrangement.

7. Laundry: This is an important section under housekeeping which is responsible for the cleaning of all fabrics used in the hotel. The section should be adjacent to the linen room so as to avoid excessive steps. Laundry should ensure the cleanness and drying of all guest clothes, employee uniforms and linen to the best-assured standard.



Hierarchy of Housekeeping Department



DUTIES AND RESPONSIBILITIES

- To ensure well furnished and maintained guestrooms and public areas.
- To ensure excellence in housekeeping sanitation, safety, comfort and aesthetics for hotel guests.
- To oversee the coordination of and administer all housekeeping programs and projects.
- To act as a source of contact in interdepartmental communications, vendors, professional agencies etc.
- To act provide a budget, budget control, and forecasting related to housekeeping.
- To achieve the maximum efficiency in ensuring the care and comfort of guests & in the smooth functioning of the department.

- To establish a welcoming atmosphere.
- To ensure courteousness, reliable service from all staff to the guest.
- To ensure a high standard of cleanliness and general upkeep in all areas for which the department is responsible.
- To provide linen in rooms, restaurants, banquet halls, conference halls, health clubs etc, as well as to maintain an inventory for the same.
- To provide uniforms for all the staff & maintain inventory for the same.
- To cater to the laundering requirements of hotel linen, staff uniforms, and guests.
- To provide & maintain the floral decorations and to maintain the landscaped areas of the hotel.
- To select the right contractors & ensure the quality of work is maintained.

- To co-ordinate renovation and refurnishing of the property in consultation with the management & with interior designers.
- To co-ordinate with the purchasing department for the procurement of guest supplies, cleaning agents, equipment, fabrics, carpets, & other items used in the hotel.
- To deal with lost & found articles.
- Carpet shampooing and maintaining.
- Dealing with any guest queries, complaints & requests as they occur.
- To keep the general manager or administrator informed of all matters requiring attention.

PUBLIC AREAS OF A HOTEL

The public areas of a hotel are as follows :-

- Guest Rooms
 - Guest Bathrooms
 - Public Areas such as Lobby and Lifts
 - Banquets and Conference Halls ☐ Parking Area ☐ Sales and Admin Offices
 - Garden
- Apart from the cleaning task, the housekeeping is also responsible for handling keys of each floor.
- In addition, it manages the laundry, which is often at some places considered as a subdepartment of housekeeping.



LOST AND FOUND PROCEDURE

- An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as “Lost and Found” item.
- There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms, public area or restaurants.
- The lost items must be secured in a locked closet or area that has highly restricted access.
- Employees are instructed to bring items to lost and found area, with valuables receiving immediate attention.

- All items received to be recorded in a lost and found register.
- All items regardless whether it is valuable, non valuable items and perishable items must be recorded on the Lost and found register.
- Items should be put in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.
- Valuable items like Jewellery, mobile, wallets, laptops, ipads etc. must be stored in a locker.
- If the Property management system has Auto trace functionality then put a trace on the guest profile stating the there is a lost item held with the housekeeping department.
- Send Email to the guest to notify the guest about the lost item (as per the hotel policy)
- When guest calls up the hotel to ask about the lost item, only the person who maintains the lost and found register should revert to the call.

THE END