

HOUSEKEEPING MODULE

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TRAINING OUTCOME :

- ☐ Describe the role of the housekeeping department in hotel operations, and explain the importance of effective communication between housekeeping, the front office and the engineering and maintenance division.
- ☐ Identify typical cleaning responsibilities of the housekeeping department, and explain performance standards and productivity standards are used to plan and organize the housekeeping department.
- ☐ Understand the managerial skills necessary to efficiently operate an on premises laundry operation (OPL).



TOPIC 1 : GUEST ROOM PREPARATION



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1. What is Housekeeping?

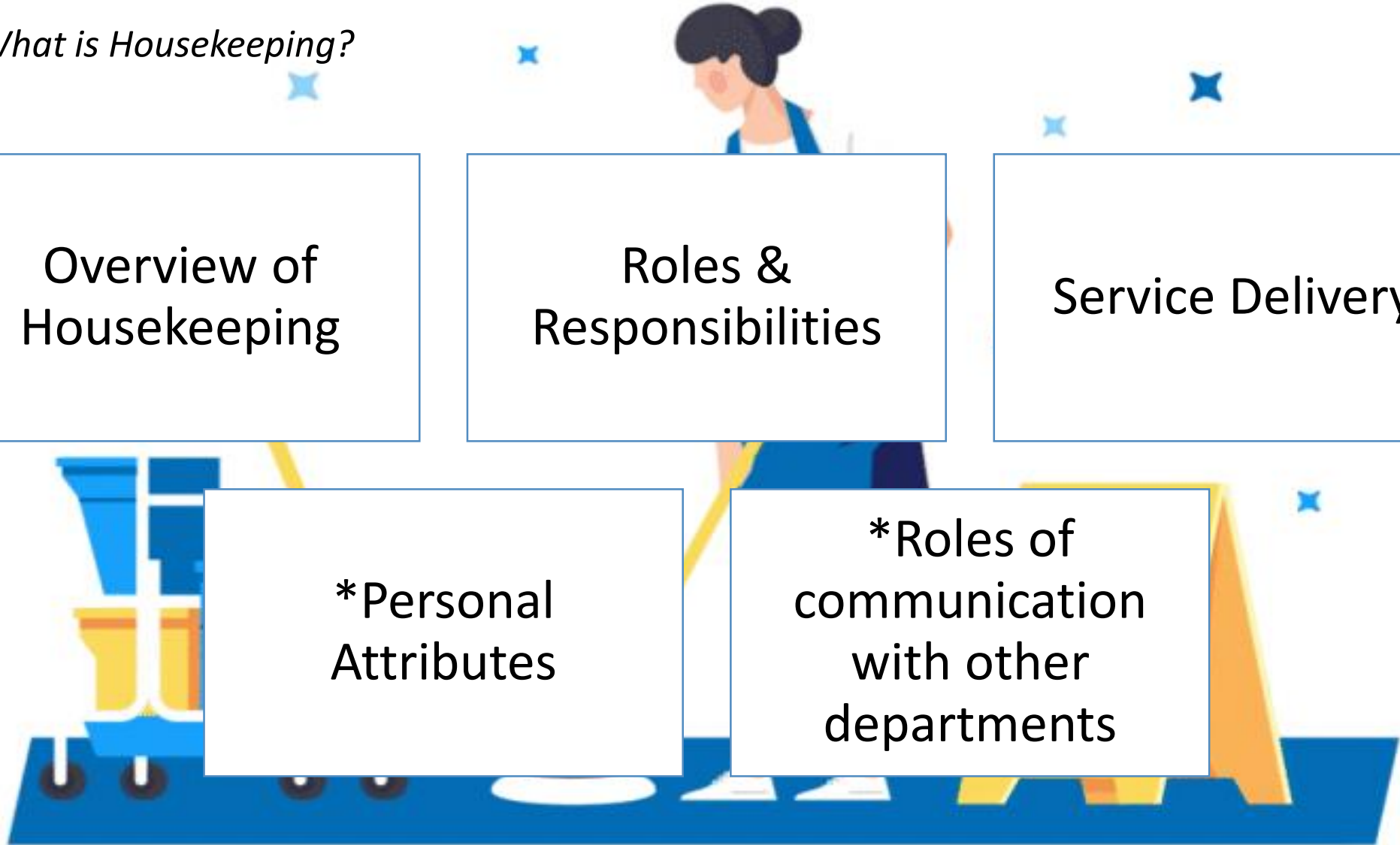
Overview of
Housekeeping

Roles &
Responsibilities

Service Delivery

*Personal
Attributes

*Roles of
communication
with other
departments





OVERVIEW OF HOUSEKEEPING

Housekeeping



□ means maintaining a house on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running.

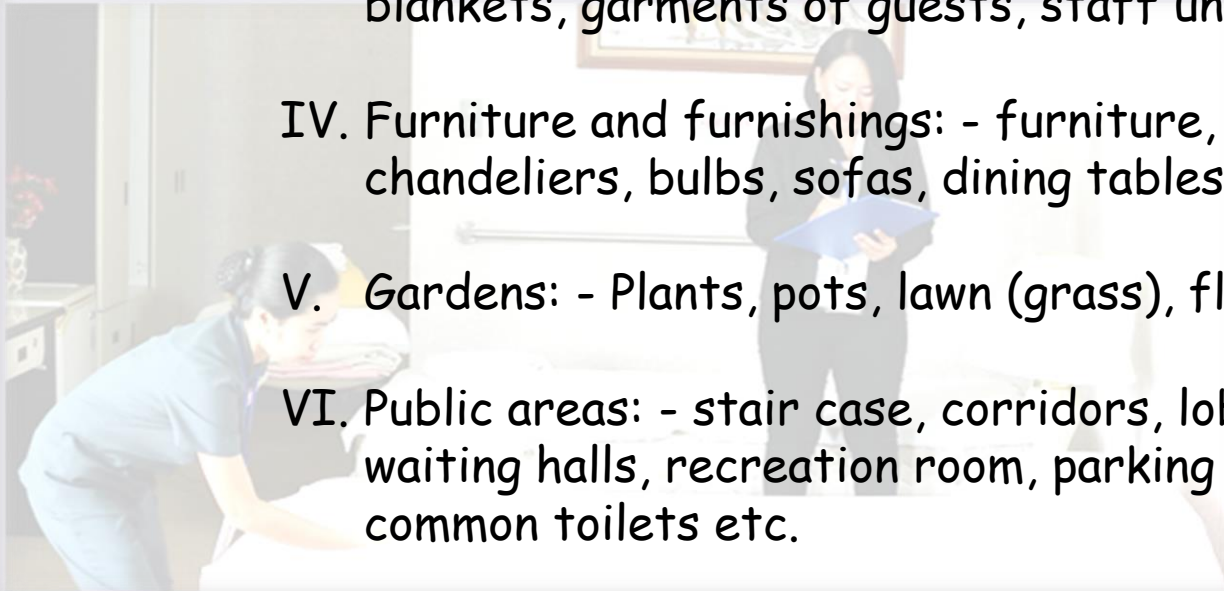
□ All the fixtures are in good working condition (taps, geysers 喷泉, electric wiring, bulbs, tubes, fans, plugpoints)



□ geysers are not leaking, electric wiring is proper and there is no danger of fire due to short circuiting

AREA OF HOUSEKEEPING

- I. Rooms and corridors: - ceiling and wall paint, wall paper, fans, air-conditioners, electrical switches and sockets, wiring, windows, doors, glass panes, bed, bed-making, carpets, locks, keys, etc.
- II. Toilets: - taps, sinks, water closet, geysers, water supply, electrical sockets and switches, supply of towels, toilet paper, toiletries (soap, shampoo, etc.)
- III. Linen: - linen (table napkin, tablecloth) towels, bed sheets, bed covers, blankets, garments of guests, staff uniforms, etc.
- IV. Furniture and furnishings: - furniture, curtains, table lamps, tube lights, chandeliers, bulbs, sofas, dining tables and chairs, etc.
- V. Gardens: - Plants, pots, lawn (grass), flowers, trees, bushes, hedges, etc.
- VI. Public areas: - stair case, corridors, lobby, conference/ seminar room, waiting halls, recreation room, parking area, clubs, swimming pool, offices, common toilets etc.





ROLES & RESPONSIBILITIES

Hotel housekeepers - perform various functions to keep hotel rooms and its environment clean, attractive, and comfortable to guests.

- Answer immediately to request from guests, as well as from other departments
- Load cart with supplies such as linens and move it to the required area
- Replace used amenities in guest rooms
- Provide clean linens and terry for dirty ones
- Fold terry, make beds, and ensure bathrooms are clean
- Take away, room service items, dirty linen, and trash
- Perform check on all room appliances to ensure they are in good working condition
- Dust furnishings and walls and remove marks from them
- Carry out floor care duties in hallway and guest rooms, and vacuum carpets
- Adhere to all safety, security, and company procedures and policies
- Keep uniform clean and make sure to appear professional always
- Apply professional language in communicating with guests and other people
- Maintain quality standards and expectations



Service Delivery