

An illustration on a dark teal background. A hand in a white sleeve holds a yellow sponge. Below it is a blue recycling bin with a white recycling symbol. In front of the bin is a pink dustpan with a wooden handle. To the left, a dark grey sign with the words 'CLEANING SERVICE' in a hand-drawn font is surrounded by blue liquid splashes.

Hotel Housekeeping Department

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Learning outcomes

- **On successful completion of this module, you will be able to:**
 - Explain the key roles of the housekeeping department.
 - List the duties of key positions in the housekeeping department.
 - Explain the organization of the housekeeping department.
 - Explain the relationship between housekeeping and other departments.
 - Describe the procedures involved in cleaning tasks.
 - Define room status codes.
 - Explain security procedures.

Housekeeping Department

Housekeeping Operations

The housekeeping department is responsible for cleaning and maintaining the guest rooms, public areas, office spaces and back of the house areas in the hotel so that the property is as fresh and attractive as its first day of business.

For both business and leisure travelers, having a clean room is the basic requirement for their staying in a hotel. It is also supported by numerous surveys conducted by the hotel industry which constantly indicate cleanliness as the prime factor in guests' decision of selecting a hotel.



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Key Roles of the housekeeping Dept

As a support center, the main duty of housekeeping department is to maintain the cleanliness of the hotel, including both back-of-the-house and front-of-the-house areas.

Setting **good standards in room cleaning and public area cleaning** can ensure a **comfortable, safe and hygienic environment** for hotel guests and staff in the property.

Guest Areas

The cleaning of guest areas involves the following:

- Guest rooms
- Corridors
- Service lift and floor storage areas



Public Areas

The cleaning of public areas involves the following:

- Lobby and lifts
- Public restrooms
- Recreation facilities
- Guest self-serviced laundry
- Business centers
- Concierge areas
- Food and Beverage operations



Staff Areas

The cleaning of staff areas involves the following:

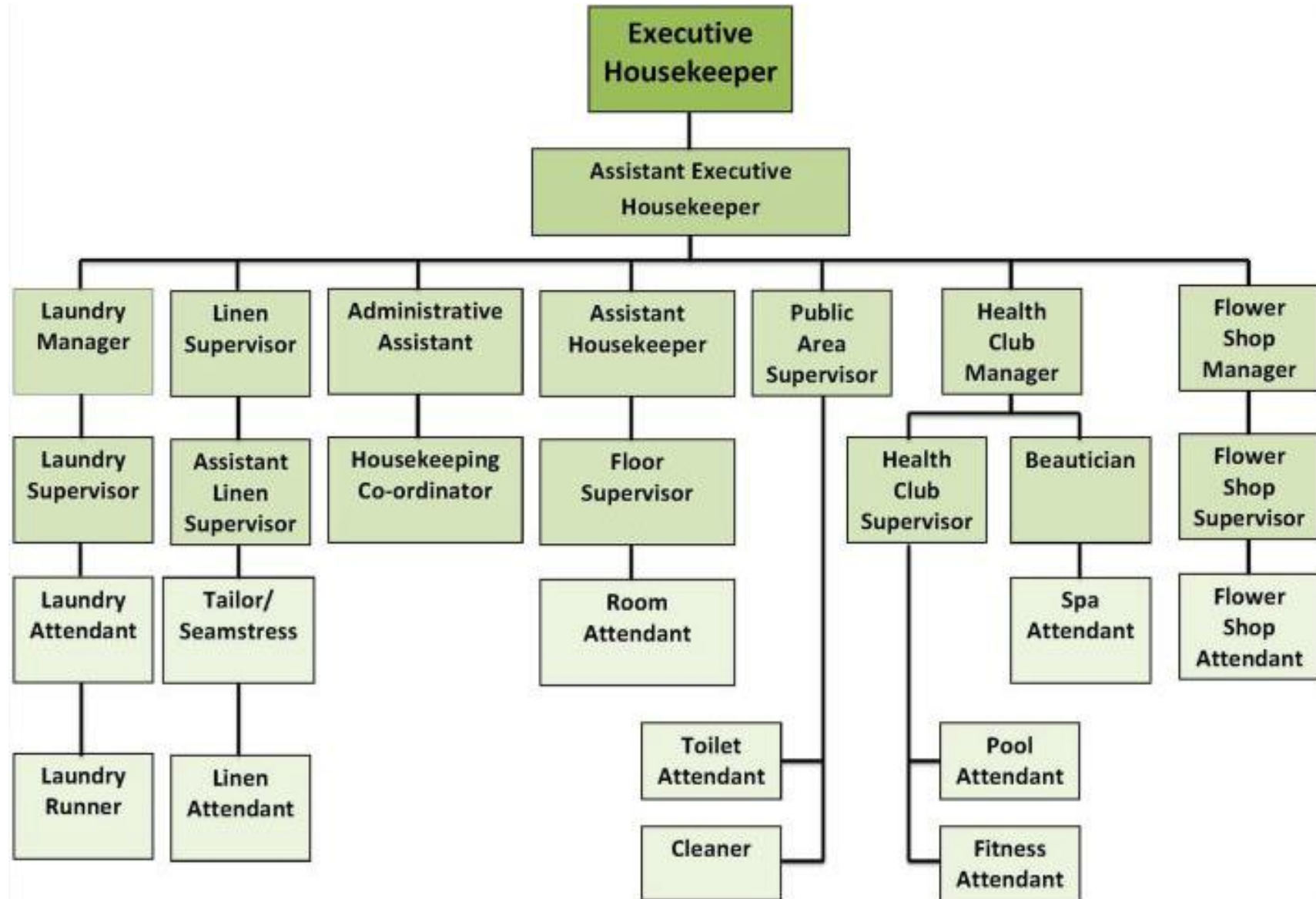
- Offices of different departments
- Staff canteen
- Changing and locker rooms
- Storage areas



Other Utilities

Other utilities which are the responsibility of housekeeping include:

- Laundry services
- Linen and uniform control
- Gardening
- Pest control
- Flower shops






Housekeeping departments are usually composed of the following sections:

- Laundry department
- Uniform and linen room
- Housekeeping office
- Guest floors
- Public areas
- Health club
- Floral and plant arrangement

The laundry department provides laundry, dry cleaning and pressing services to guests. Some hotels maintain their own laundry, while others rely on commercial operators.



In either case, close teamwork is necessary to assure a steady flow of linen back and forth for restaurants, banquet areas, floor pantry and recreational areas.

Examples of hotel linen are as follows:

- Towels
- Blankets
- Sheets
- Pillowcases
- Mattress Protector
- Tablecloths
- Napkins
- Cleaning Cloths



Activity



Imagine yourself as the executive housekeeper of a large-sized hotel.

Due to recent financial difficulties, your hotel has decided to cut costs by streamlining the organization structure.

As the Executive Housekeeper, how would you redesign the organizational chart of your department, to suit the needs of your hotel?

Duties of Key Positions

The housekeeping department is generally the largest department in most hotel operations. A sizeable hotel would typically employ more than 100 housekeeping staff. Owing to its sometimes complex organizational structure, it is **important for every housekeeping staff member to clearly understand their own responsibilities** in order to provide the most efficient service to guests.

The two top housekeeping positions and their descriptions are listed below:



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Executive Housekeeper

The duties of the executive housekeeper include :

- Interviews, selects and engages staff in conjunction with human resources
- Training
- Deployment
- Prepares work schedules, work procedures and job descriptions
- Compiles duty rotas@rosters, holiday lists
- Personnel records
- Arranges supervision
- Staff welfare
- Orders and controls equipment, materials and linen
- Handles complaints
- Key control

Assistant Executive Housekeeping

The main duties of the assistant executive housekeeper include :

- Assists executive housekeeper in day-to-day operations
- Assumes responsibilities of executive housekeeper in his/her absence
- Revises daily work schedule depending on the occupancy rate
- Inspects work to ensure prescribed standard of cleanliness
- Inspects rooms, lobbies and restaurants for cleanliness
- Determines need for renovations and makes recommendations
- Coordinates with the front office to screens applicants, train new employees and recommends disciplinary actions or dismissals



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Floor Supervisor

Duties include :

- Checks staff on duty
- Supervision of staff
- Checks and completes the room inspection list
- Conducts induction and general training
- Orders and issues cleaning materials
- Linen checks
- Maintenance checks



Assistant Housekeeper

Duties include :

- Assists executive housekeeper in day-to-day operations
- Dispatches room attendants and floor supervisors to assigned floors
- Checks equipment and recommends new purchases
- Inspects guest rooms, lobbies and back stairs
- Keeps records of extra work performed by housekeeping department
- Takes inventory
- Prepares attendance records



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Room Attendant

Duties include :

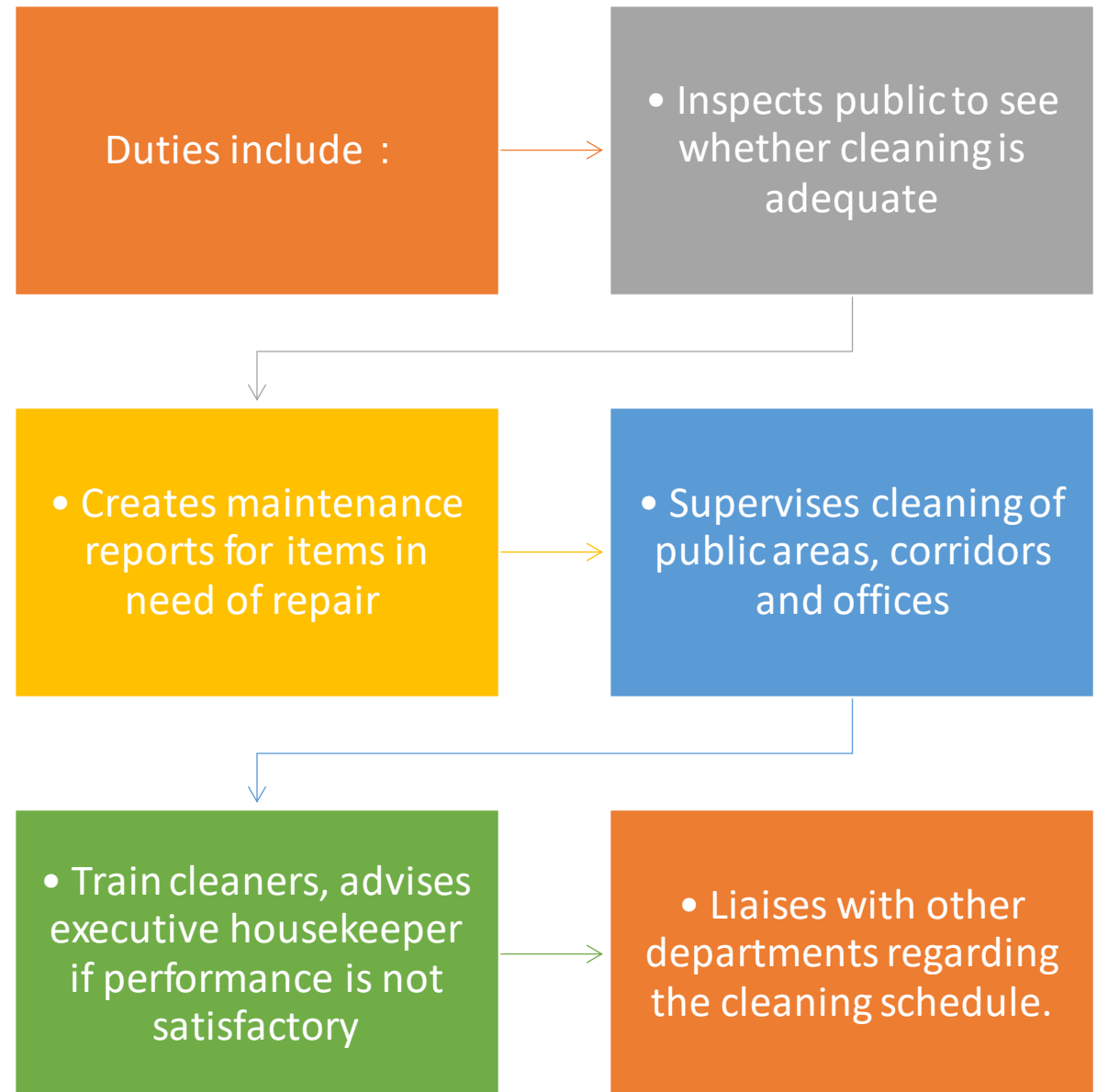
- Cleans rooms, bathrooms and suites
- Handle dirty and clean linen
- Provide turn-down service
- Reports faults, maintenance and peculiarities



Public Area Supervisor



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Cleaner

Duties include :

- Maintains the cleanliness and order of the hotel premises
- Keeps corridors dust free
- Moves and arranges furniture
- Carries out special work assigned by the public area supervisor.



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Linen Room Attendant

Duties include :

- Sorts and counts dirty linen and uniform
- Checks and counts clean linen and uniform
- Issues and receives linen and uniform
- Assists in inventory taking of all linen/uniform

Tailor

Duties include :

- Alters and repairs linens, uniforms, curtains and drapes
- Distributes and measures uniforms for new employees and keeps record
- Keeps records of all discarded items
- Prepares inventory
- Repairs guest clothing



Activity



Brainstorming

Using the information you learned, imagine yourself as a tourist or business traveler, what kind of a hotel would you like to stay in?

Think about a list of the qualities of an ideal hotel. Use as many adjectives or phrases as possible to describe your ideal hotel.