

HOUSEKEEPING GUEST SERVICES

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Housekeeping coordination

Housekeeping is like a center of circle in a wheel maintaining close contacts directly or indirectly with all the major departments of hotel.



Types of services provided

1. Room cleaning
2. Laundry service

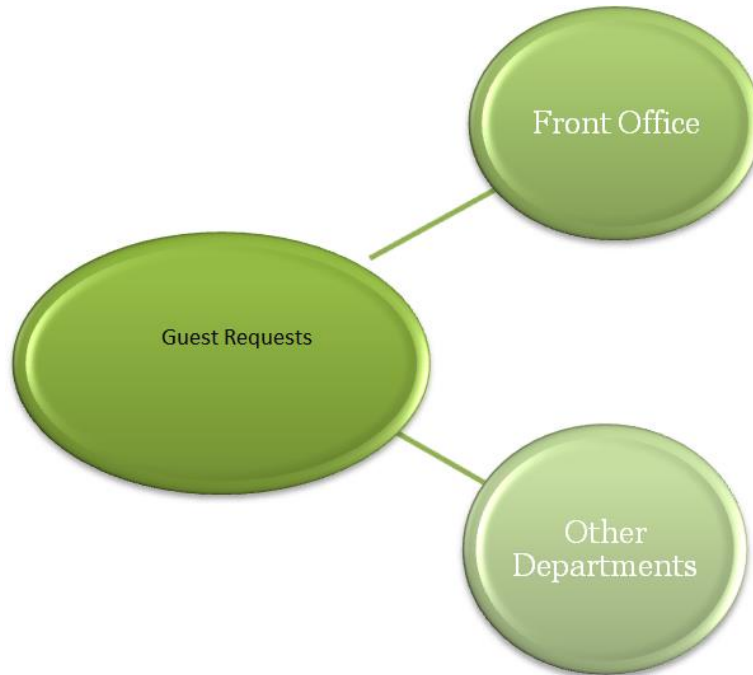
Types of request related to other department

1. Linen
2. Cleaning
3. Security

Types of Guest requests and queries:

Guest requests that are received at the Front desk can be broadly categorized as follows:

- Requests for other departments
- Requests for Front Office



Requests for other Departments:

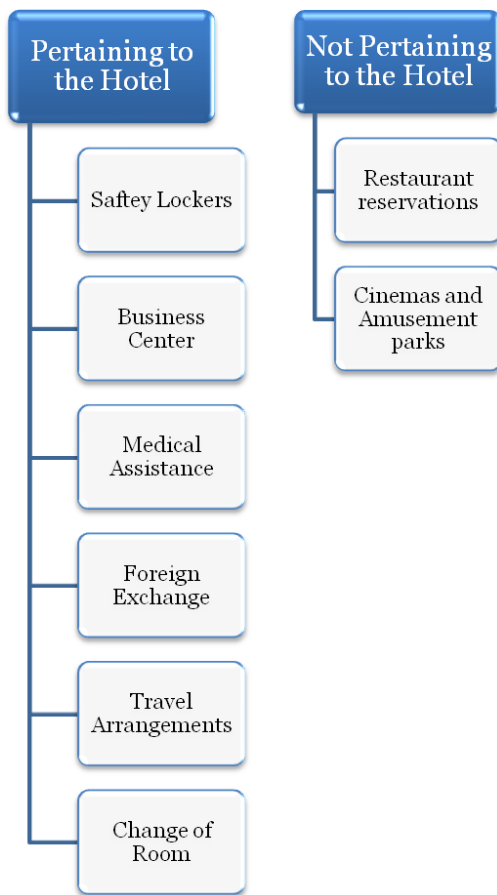
On receiving such requests the front desk makes a note of the same and forwards the request to the concerned department.

- Requests for additional amenities or replenishment of amenities like bath linen, soap, shampoo, shaving kits etc are forwarded to the house keeping department along with the guest name and room number.
- Requests that are pertaining to the restaurants and the room service are directed to the Food and Beverage department along with the guest details for them to be able to do the needful.
- Any guest who requires assistance in organizing a function would be directed to the Banquet department or the Convention department.

Requests for Front Office:

As Front office receives requests for other departments, they also receive requests that are to be handled by Front Office. All requests whether received directly at the front desk or directed from other departments are classified as follows and depending on the type of request the Front Desk would respond to the guest.

Guest Requests which are handled by the Front Office:



Requests can be categorized as the following:

- Requests pertaining to the services in the hotel: Here the guest request would be satisfied by the Front Office department internally.
- Requests not pertaining to the services in the hotel: Here the guest request would be satisfied by the Front office by contacting the required service provider outside the hotel

Types of guest requests

There may be many times during a shift when the room attendant will have to handle guest requests and the reasons can vary.

Need for item sent to the room

- A guest may request services or products such as:
- Additional equipment in their room - because they have needs during their stay that are not accommodated by the normal in-room items
- Valet or laundry service - common among long stay guests
- Additional bedding - where the existing bedding is unsuitable, uncomfortable or insufficient
- Extra tea, coffee, sugar and milk sachets - a common request where the guests spend a lot of time in their room
- Extra crockery or cutlery - where the room features a kitchen or kitchenette this is also a common request especially where guests want to entertain in their rooms
- Vases - for flowers that have been delivered to them
- Replacement items such as hair dryers, toasters, irons and electric jugs to replace items that are not working
- Extra bathroom guest supplies - another common request for long term guests: guests with long hair often ask for extra shampoo and conditioner
- Additional items in compendium - such as letterhead paper, envelopes, postcards, pens, note paper
- Additional towels - to accommodate extra showers or baths taken by the guests: where the property has a swimming pool this is a common request
- Extra hangers for clothes, extra pillows, extra blankets
- A power conversion board - to adapt their electrical equipment to the power supply of the venue: common where the property caters to some international guests
- Ice and ice buckets.



Lost and found property

It is important that a departure room is checked for property, which may have been left behind by the guest. You should check in the following areas:

- Drawers
- Behind and under bed
- Wardrobe, including shelves
- Behind curtains
- Down the side of the chairs
- Behind the bathroom door

It is important to follow the procedure of the hotel in which you are working. Lost property when found should be reported immediately. This is to prevent it from being misplaced or stolen if left lying around - never leave it lying on the trolley. You must hand in all property as guests may contact the hotel for return of their property. The exceptions would be: toothbrushes, toothpaste, used soap and other similar items.

Valuable Items

Something very valuable such as jewellery, a passport or credit cards should be handed in immediately in accordance with hotel procedures. This may involve notifying the supervisor and/or the security officer on duty. The lost item may also be returned to the guest before he/she has left the hotel.

In cases where valuable items are found (and the guest has already left) it is normally the priority of the hotel to contact the guest, through guest history records, to ensure the items are returned promptly and securely.

Recording and Storage of Lost Property

The following items are required for recording and storing lost property:

- ✓ **Record book** it is usual practice to maintain a documented reference of all items. Information recorded includes, the date, where item was found, who found it, description of what was found, cross reference number for storage, date



reclaimed or disposed of, and the date dispatched (if returned to the guest by post).

- ✓ **Labels** to attach to property
- ✓ **Envelopes** to put the item(s) in
- ✓ **Wrapping paper** if required to keep the property from becoming dusty/damaged
- ✓ **Cupboard** and storage drawer to keep all property safe and secure

Unclaimed Items

Depending on the item involved, it will be kept for a certain period of time to allow for it to be claimed. The time an item may be kept is dependent on the legislation, for example, in Nepal, hotels are required to keep lost property for six months. In other countries the time varies from three months to one year. It is, however, impossible to keep everything. The problem of what to do with unclaimed items can be solved in many ways, such as:

- Return the item to the finder or alternative staff member who may wish to have the item;
- Give item away to a hospital or a home;
- Hold a sale and the proceeds can go towards a staff event;
- Dispose of item in the rubbish.

A record of the disposal details of the item should also be maintained in the record book.

See a sample of lost and found ticket below

Lost and found ticket	
Facility name: Today's date: Item Description:	
Location Found: Name of Founder: Supervisor who received item(s):	Room No:
Disposition of Property	
Item returned to owner on: Owner Name: Owner Address: Telephone:	Returned to Owner by: Date: Time:
Returned to finder: Disposed of...	