

# TOPIC 2 : HOUSEKEEPING GUEST SERVICES

*Prepared by: Cheryl Yang*



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## *1. Access housekeeping services requirement*



Types of services provided

Types of request related to other department

# 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.



**What types of services provided ?**  
**What types of request related to other department?**

# TOPIC 2 : HOUSEKEEPING GUEST SERVICES cont.

## *2. Receive and service guest request*



Method of guest request

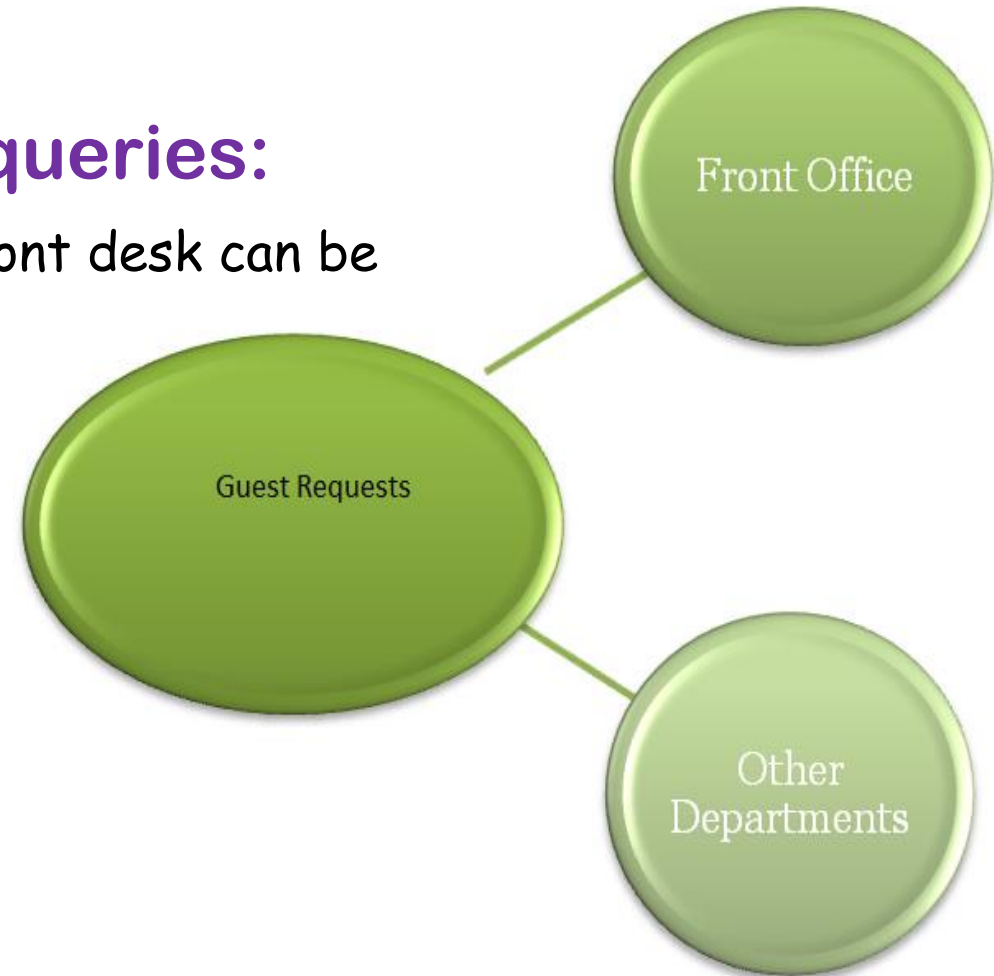
Types of items and equipment for guest service

Delivery Procedure

## 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





## 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.

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## TOPIC 2 : HOUSEKEEPING GUEST SERVICES cont.

### *3. Provide advice to the guest*



Methods of advice to guest such as safe deposit box and fire escape route

Provide of demonstration items or service to guest

# TOPIC 2 : HOUSEKEEPING GUEST SERVICES cont.

## 4. Handle lost and found items



Method of handling lost and found items

Lost and Found items policies and procedures

Method of tagging found items

Lost and found items record format



## 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

