Unit-3
Staffing in Housekeeping Department
Objective

- Role play of Housekeeping Personnel

- Meaning of Job description and job specification of Housekeeping staff.
Main points

- Job of housekeeping Staff.
Role play of Key Personnel

This is the summary of the duties and responsibilities of key person in the department.

- **Executive Housekeeper**: The person in this position is ultimately responsible for all the work and staffing of the department.

- Is responsible translating hotel policies, procedures, and standards into housekeeping operation.
She/he represents the department at the General manager’s meetings.

Ensures that all the resources made available to her are effectively utilized.
- **Assistant housekeeper**: Heads a shift in a twenty-four hour housekeeping service.
- Substitutes the Housekeeper in her/his absence.
- Perform some administrative function.
- Explains the Executive Housekeeper’s Policies, Procedures, and standards to all the housekeeping supervisors and ensures that they are actualized at the operational level.
Floor Supervisor: Direct the cleaning and maintenance of rooms on allotted floors.

- Controls the resources on the floor which include room attendants and houseman; bed and bath linen; guest and room amenities; and cleaning equipment and detergents.

- Supervise the exchange of floor linen with the laundry.
- Control Desk Supervisor: Co-ordinates communication with housekeeping personnel spread to all parts of the hotel.
- Co-ordinates with the Maintenance department to ensure that all maintenance requests are attended to.
- Co-ordinates with the Front office to take over departure rooms for cleaning and release cleaned rooms.
The control desk is manned in all shifts as it is the lifeline for all housekeeping staff.

- Controls lost and found procedures.
- Performs some administrative function.
Room Attendant: They are responsible for cleaning and maintaining allotted guest rooms as per set procedures and standards.

- They are the eyes and ears of the security team to report any untoward incidents.
- They ensure the privacy of guests at all times.
- They alert the concerned department of any maintenance and engineering requirements of the rooms.
- **Housemen**: Moving heavy furniture
- Vacuuming long corridors of carpet.
- Helping in the exchange of linen from floors because the sheer volume requires strong hands.
- Cleaning public area spaces and furniture.
- Cleaning window.
- **Linen room supervisor:** Coordinates the exchange of soiled linen for fresh ones with a team of linen attendants.

- Is the custodian of the linen asset and ensures their security.

- Maintains proper storage conditions to minimize loss due to damage and theft.

- Work closely with the laundry for the supply of clean linen.
Uniform room supervisor: Is responsible for keeping uniform in safe storage conditions.

Issues laundered uniforms to hotel staff against soiled linen.

Is assist by with a team of Uniform Room attendants and tailors.

Co-ordinates closely with the laundry for washing and dry cleaning schedules to keep constant supply of fresh linen.
Tailors/Upholsterers: They mend uniform, linen and upholstery to give them longer life.

Public Area Supervisor: He ensures the cleanliness, maintenance and aesthetic upkeep of all public areas like lobbies, restaurants, banquets space, etc. with a team of houseman.
- **Horticulturist**: He is responsible for the upkeep of all landscapes and gardens with a team of gardeners based on the area.

- **Florist**: He/she is responsible for all internal flower arrangements for guest room, public areas, banquet, buffets etc.
Gardener: He is responsible for the upkeep of an allotted area of a landscape.

He may be required to maintain internal plants and roof gardens also, where required.

Mow the lawns and keep clean at all times.

Use garden tools and equipment correctly to extend their life.

Stores all equipment and tools in the garden sheds at the end of the day.
- **Laundry manager:** Lead, train and motivate a laundry team.
- Approve staff rotations and duties.
- Ensure the safety and hygiene of the laundry staff.
- Supervise the periodic pest control scheduled.
- Train supervisors and staff.
- Conduct market surveys of new supplies meet the demand.
Laundry supervisor: Record the attendance of the staff.
Check that machine are working order.
Deal with guest complain personally
Ensure laundry cleanliness.

Laundry man & Spotter: responsible for guest laundry and Press.
Role play of H.K staff.
Exercise

- Write down the role play of Ex. Housekeeper, Floor supervisor, Horticulturist.
Thank you