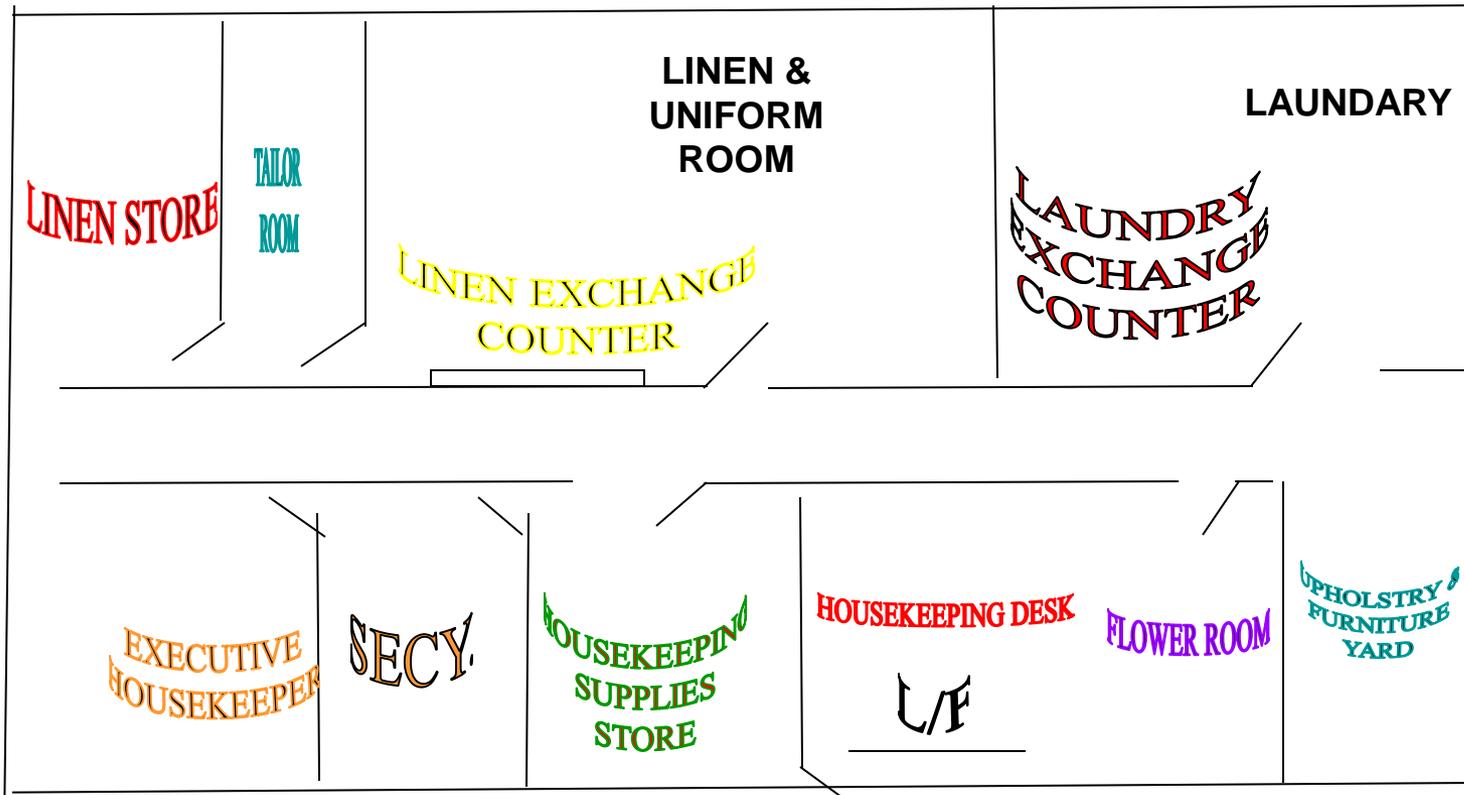


Unit-2

Lay-out and Organization structure

UNIT – II

LAYOUT OF H.K. DEPT.



DESK CONTROL ROOM

- It is the main nerve centre of the housekeeping department.
- It is basically situated next to the E.H.K. office.
- H.K. desk consists of a table, chair, notice board, computer terminal and atleast two telephones.

DESK CONTROL ROOM

- The notice board displays duty rota, occupancy, arrivals, departures, housecount as well as notices from other departments and administrative offices.
- H.K. desk is also responsible for controlling and disposal of lost & found items

HOUSEKEEPER'S OFFICE

- The Executive Housekeeper is the main administrative head or H.O.D. of housekeeping.
- The office is a private cabin with glass panels for the E.H.K. to have a clear view all around.
- Secretary office is situated next to E.H.K. OFFICE .



LOST & FOUND

- This includes all those items which have been left behind by the guest in the hotel after they have checked out.
- These items are kept in the possession of the housekeeping department till the guest makes a claim for it.
- The lost & found items can be classified into PERISHABLES, VALUABLE & NON-VALUABLE.
- PERISHABLES are kept for not more than 24 hours.
- NON-VALUABLES are kept on hold for 6 months.
- VALUABLES are kept on hold for 1 YEAR.

GUEST ROOMS/FLOORS

- Room attendants actually do the cleaning of guest rooms and supervisors crosscheck for the degree of cleanliness.
- They are also responsible for maintenance as well as security of guest rooms and surrounding areas.
- Each floor is divided into various sections and the room attendants are allotted sections for cleaning of guest rooms.

PUBLIC AREAS

- Basic cleaning of public areas is done in morning.
- FRONT OF THE HOUSE
- BACK OF THE HOUSE
- Thorough cleaning is done in the night.
- Lobby, restaurants, coffee shop, bar, banquet halls, shopping arcade, health club, swimming pool, parking area.
- Includes all departments (except kitchen), staff lockers, administrative offices.

LINEN

- LINEN refers to the textile made from the flax plant *LINUM USITATISSIMUM*.
- In housekeeping it also refers to the launderable items.
- Housekeeping consists three types of linen: BED, BATH LINEN, TABLE LINEN & SOFT FURNISHINGS
- BEDLINEN include bed sheets, pillow cases, mattress protectors.
- BATH LINEN include bath towels, hand towels, specialty towels, bathmats.
- TABLE LINEN include tablecloths & napkins.

LINEN STORE

- LINEN STORE is meant for storing freshly purchased linen.
- During lower occupancy periods or slack season, excess linen can be removed from circulation, packed & stored in linen store.
- The store can also be used to store discarded linen. Separate labeled racks are maintained for storing discarded linen.



LINEN ROOM

- LINEN ROOM is meant to keep the linen which is in circulation. It has a separate linen exchange counter for exchanging soiled linen with that of fresh linen.
- It is under the control of the linen room supervisor who is responsible for issuing & movement of linen & uniforms.



TYPES OF LINEN ROOM

- CENTRALIZED
 - In this type linen & uniform are issued from one point only. Uniforms are kept in linen room and there is no separate uniform room.
- DE-CENTRALIZED
 - The uniform room is separate from the linen room. The linen room attendant issues the linen to the floor pantries and from here issued to the room attendants.

UNIFORM ROOM

- The uniform room stores, issues and controls uniforms used throughout the property.
- It is a complex responsibility-especially in a large hotel with many uniforms of varying types, quantities and sizes.
- Clean uniform is issued in exchange for a soiled one.



TAILOR'S ROOM

- This is meant for in-house tailors who do the stitching and mending of linen and uniforms.
- The tailors can also do the modification of the discarded linen. For e.g. discarded bed sheets can be used for making dusters. Discarded bath towels can be used for making mops.
- Some hotels may not have in-house tailors. In that case outside contracting can be done.

LAUNDRY

➤ ON-PREMISES LAUNDRY

➤ It is the laundry located within the premises of the hotel.

➤ OFF-PREMISES OR CONTRACT LAUNDRY

➤ Laundering of hotel linen as well as guest linen is done by an external laundry on contract basis



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HOUSEKEEPING SUPPLIES STORE

- Hotels provide a variety of guestroom supplies and amenities for the guest's needs and convenience. The E.H.K. is responsible for storing, distributing, controlling and maintaining proper stock levels for supplies & guest amenities.
- Housekeeping amenities include bath soaps, facial soaps, toilet seat bands, toilet tissues, lotions, shampoos etc.
- AMENITY :It is a service or item offered to guests or placed in guest rooms for convenience of guests and comfort, at no extra cost.

FLOWER ROOM

- This is a place where all types of flower arrangements are made for guest rooms, suites, public areas, executive offices.
- Flowers can be taken from horticulture or can even be purchased from outside.
- Banquet requirements such as backdrop for wedding is done on contract basis.

Exercise

- Draw the layout of Housekeeping department.
- What is laundry?
- What is Organizational Structure?

LINK

- www.youtube.com

- HOTEL HOUSEKEEPING(TRANING MANUAL)
 - SUDHIR ANDREWS
 - HOTEL HOUSEKEEPING
 - G. RAGHUBALAN

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Thank you