

# INTER-DEPARTMENTAL CO-ORDINATION

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# HOUSEKEEPING TO RECEPTION

## HOUSEKEEPER'S REPORT

- Everyday housekeeping takes a physical check of each & every room and prepares a physical status of each room. It is also called as ROOM OCCUPANCY REPORT.
- The consolidated report of all sections is made at H.K. desk and a copy is sent to the reception.
- Front office then prepares a ROOM DISCREPANCY REPORT. This is a situation wherein room status provided by H.K. differs from the room status information being used by the front desk.

# HOUSEKEEPING TO RECEPTION

- CHECK OUT/READY ROOMS
- Departure rooms are cleaned by room attendants and subsequently inspected by floor supervisor.
- When inspection is properly done the supervisor converts the status of the room into VACANT & READY i.e. room is ready for sale.

# HOUSEKEEPING TO MAINTENANCE

- **MAINTENANCE REQUESTS**: During daily cleaning activities, housekeeping informs maintenance about various maintenance complaints that have to be attended. The information conveyed can be in written form i.e. work orders or via e-mail.
- **SPECIAL CLEANING PROGRAMMES** : During low occupancy periods H.K. may block some rooms for special cleaning. The list of these rooms can be sent to maintenance dept. and intern they can carry out maintenance rectification in these rooms.

# F&B SERVICE TO HOUSEKEEPING

- F&B service informs housekeeping about banquet forecast diary. Housekeeping is informed in advance about banquet functions for the coming days. Information's relate to the type of functions, number of expected & guaranteed pax venue, residential or non residential.
- **FUNCTION PROSPECTUS:** A copy this is sent to housekeeping. It consists of the name & type of function, venue, expected & guaranteed pax, menu, billing instructions & requirements from other departments.

# HOUSEKEEPING TO F&B SERVICE

## ➤ **LINEN & UNIFORM INVENTORY PLANS**

Inventory means to take a physical count of the stock in hand. H.K. informs well in advance to F&B service about the date & time to conduct inventory of linen.

➤ **SHAMPOOING/SPECIAL CLEANING OF PUBLIC AREAS** : H.K. informs in advance to F&B service about its special cleaning in public areas because such work can only be done when the restaurant is closed or there is no function in banquet hall.

# HOUSEKEEPING WITH LAUNDRY

- Housekeeping coordinates with laundry for cleaning of guest clothes which are laundered & returned to guests.
- Housekeeping coordinates with laundry regarding cleaning of hotel linen (i.e. both HK linen & F&B linen).
- The uniforms are washed & sent to the uniform room so that staff in the hotel can get fresh uniforms to wear.
- Linen room coordinates with laundry because soiled linen sent to the laundry is washed and sent to the linen room for circulation to housekeeping floors and F&B service.

# HOUSEKEEPING WITH SECURITY

- Housekeeping coordinates with security regarding theft, crime, fire or any accident in the hotel.
- Security is more effective if employees make an effort towards hotel's security program. For e.g. the H.K. employees should sincerely follow the key control procedures.
- They should keep a close eye on suspicious activities and immediately report to the security officer. Since H.K. staff is present in all areas of the hotel, they can be a valuable source of information



# H.K. WITH PURCHASE/STORES

- Housekeeping coordinates with purchase for purchasing cleaning agents and cleaning equipments.
- For purchasing of guest supplies and amenities.

# H.K. WITH ACCOUNTS

- Housekeeping works closely with this division because H.K. maintains inventories of cleaning supplies, equipment, linen & uniform.
- The Financial controller and the General manager finalize the budgets prepared by division and department managers.
- Salary disbursements and sanctioning of funds for purchasing of housekeeping supplies, amenities, equipments.

# H.K. WITH PERSONNEL

- H.K. coordinates with personnel regarding external recruitment, internal reassignment, training, employee relations, compensation, benefits, labor relations.
- H.K. coordinates with personnel regarding leave entitlements, over time, salary & wages.

# H.K. WITH HORTICULTURE

- Housekeeping coordinates with horticulture for flowers required in making flower arrangements & bouquet.
- Horticulture is a part of housekeeping but in some hotels horticulture can be a separate department.

# Exercise

Why interdepartmental co-ordinations are essential?

## LINK

- [www.youtube.com](http://www.youtube.com)
  
- HOTEL HOUSEKEEPING(TRANING MANUAL)
  - SUDHIR ANDREWS
  - HOTEL HOUSEKEEPING
    - G. RAGHUBALAN

Thank you