Unit-4

Planning work of Housekeeping
PLANNING WORK OF H.K. DEPARTMENT

- Many hotels conduct morning briefings wherein staff is informed about the occupancy, arrivals, departures, house count, groups & F.I.T. arrivals, V.I.P.’s, special instructions, fussy guests, any follow ups etc.

- Housekeeping day book is filled when the briefing is over & the staff is then issued the keys & staff move to the floor.
### MAID'S REPORT

<table>
<thead>
<tr>
<th>NAME OF GRA -</th>
<th>NUMBER OF ROOMS TO SERVICE -</th>
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<table>
<thead>
<tr>
<th>ROOM NO.</th>
<th>ROOM STATUS</th>
<th>ROOM STATUS CODE ON PHYSICAL CHECK &amp; NO. OF GUESTS</th>
<th>REMARKS/REPAIRS REQUIRED</th>
</tr>
</thead>
</table>

**DATE:**

**FLOOR SUPERVISOR:**

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Gautam Singh , Hospitality Trainer , 07830294949
MAID’S REPORT

- The most important activity done by GRA is the physical checking of the rooms status.
- The GRA checks all the rooms physically and writes down the status as well as the number of persons staying in the rooms.
- The reports are sent to the control desk where H.K. prepares a consolidated report called as “HOUSEKEEPING ROOM STATUS REPORT.”
➢ Reports are usually handed over in the morning after 9 a.m., 1:30 p.m. and once in the evening before 9 p.m. In some hotels the third check need not be done.

➢ The number of persons staying in the room can be judged by the number of beds used, by having a look at the personal belongings of guests etc.

➢ Sometimes the GRA is not able to enter the room due to DND, Double lock etc. In that case the reason should be clearly mentioned in the status column.
Exercise

➢ What is the important of planning for H.K department/
Link

www.youtube.com
Thanking you