

# 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

NAME OF GRA -

NUMBER OF ROOMS TO SERVICE-

ROOM STATUS CODE : OCC-occupied, O/C-occupied & clean, V-vacant,  
V/R-vacant & ready, C/O-check-out, EM-early make up, OC- On change

ROOM NO.	ROOM STATUS	ROOM STATUS CODE ON PHYSICAL CHECK & NO. OF GUESTS	REMARKS/REPAIRS REQUIRED

DATE:

FLOOR SUPERVISOR:

**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](http://www.youtube.com)

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Thanking you