

# Unit-4

## Planning work of Housekeeping

# Main point

- Files formats.

Receive the L/F at the control desk

Fill in the details in the L/F log book.  
Prepare the L/F in triplicate



Original copy is kept  
With the article which is  
Stored in the L/F cupboard

Duplicate copy-is sent to the  
F.O. to obtain data on the guest  
It may belong to

Triplicate copy-is retained  
In the L/F book.

Store the found article in an opaque plastic bag with date of finding & the serial  
Number of the article recorded in the log book.

Receive any enquiry about the L/F article

Ascertain enquiry with the register

If satisfied, issue the article & obtain the signature of the person  
collecting the article  
On the original form.

File the original slip, recording the date  
& time of delivery of the article in  
the register

# SAMPLE FORMAT OF A L/F REGISTER

LOST AND FOUND REGISTER								
Sl. NO.	DATE	TYPE OF ARTICLE	PLACE OR ROOM NO. WHERE FOUND	FINDER'S NAME	FINDER'S SIGN.	NAME OF CLAIMANT	CLAIMANT'S SIGN.	REMARKS

# LOST & FOUND FILE

## LOST AND FOUND FILE

DATE	NAME	ADDRESS	ARTICLE L/F & DESCRIPTION	DISPOSAL

# GUEST MESSAGE REGISTER

- It is kept at H.K. control desk. Guest calls are recorded & passed to the concerned staff. The message may be second service or guest loan items although some hotels may maintain a separate record for guest loan items. Also called as Telephone log book.

DATE		GUEST MESSAGE REGISTER					SHIFT	
S.NO.	LOCATION/ ROOM NO.	MESSAGE	MESSAGE RECEIVED BY	TIME	MESSAGE GIVEN TO	TIME	ACTION TAKEN	SIGNATURE

# HANDOVER RECORD

- Supervisor gives a written handover to other shift regarding DND rooms, D/L rooms, REFUSE service rooms or any other pending work. This enables other shift to do the follow ups for the pending work.

HANDOVER RECORD		
DATE		TIME
FLOORS	ROOMS	REMARKS

# GUEST LOAN ITEMS

- The H.K. department maintains the inventory of guest loan items, responds loan requests & tracking the items to make sure they are returned. They are given free to guests.

DATE	ROOM NO.	LOAN ITEM REQUESTED	CALL RECEIVED BY		DELIVERED		PICKED UP	
			TIME	WHO	TIME	WHO	TIME	WHO



# RECORD OF SPECIAL CLEANING

- **SPRING CLEANING**: A periodic annual clean of the hotel guestrooms or other areas, carried out in off-season periods. Hotels keep a record of such cleaning activities e.g. carpet shampoo.

SPECIAL CLEANING RECORD		
ROOM NO.	DATE	WORK COMPLETED

# ATTENDANCE RECORDS

- Every department keeps a record of attendance for each month for each employee. The attendance record is sent to the personnel.

ATTENDANCE SHEET										
NAME	1	2	3	4	5	6	7	8	9	10
	P	P	R	O	P	P	A	P	P	P

P- present  
A- absent  
R- day off  
L- leave  
O- out/no information

# Exercise

- Write down the name of various Formats Used in housekeeping department?

LINK

➤ [www.youtube.com](http://www.youtube.com)

Thanking you