

Unit-4

Planning work of Housekeeping

Objective

- By the end of this session you will be able to learn first few steps of daily planning in housekeeping department.

- Housekeeping Day Book.

Main point

- Daily Routine activities.
- Planning work of H.K.
- Briefing and Debriefing.
- Files formats.
- Types of maintenance.
- Lighting.

DAILY ROUTINE ACTIVITIES

- Staff reports on duty at 7a.m. or 8 a.m.
- They punch their card kept at the time office.
- The staff goes to the locker room to his uniform. Staff gets a fresh uniform from the uniform room in exchange for the soiled uniform.
- Generally the staff takes a fresh uniform a evening before so that he saves time in the morning queuing for the uniform.
- The staff then reports at the housekeeping office where he signs the attendance register.

- Work is allocated to reporting staff by recording their presence in the housekeeping day book.
- The concerned worker is allotted the floor & the section where he has to work.
- The entries are first made with pencil and then re-written with ink as and when staff report on duty. This enables corrections by using eraser in case staff is absent or report late on duty.
- The staff is issued with keys who makes entries in the key issue register before taking the keys.

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:

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.

DE-BRIEFING & GOING OFF DUTY

- **DEBRIEFING**: Briefing conducted at the end of the shift by the managers and supervisors.
- Discussing problems faced by any staff member
- Sharing experiences & inviting ideas or practical solutions to tackle any particular common problem.
- Hand over of any incomplete work to the staff on the next shift.
- Checking the next day's duty roaster.
- Staff leave for the day.

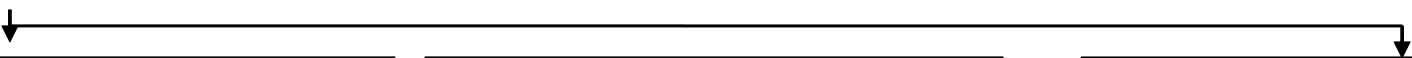
LOST & FOUND

- Any unclaimed articles found on the hotel premises should be handed over to the housekeeping control desk.
- Notices should be put up regarding the handing over of any personal property found so that all staff members are aware of where such property should be handed over.
- The lost & found articles are stored in the cupboard which is locked. The lost & found room should be accessible only to the executive housekeeper and the control desk supervisor.

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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

LOST & FOUND

- On receiving the L/F article, the L/F form is filled in triplicate.
- Accurate records are maintained regarding the date of finding, time of finding, place of finding, name of finder, description of article, signature of the receiver & finder.
- If the h.k. desk personnel knows the guest then the address of the guest can be acquired from Front office or the travel agent.

LOST & FOUND

- A letter is sent to the guest informing him about the L/F items recovered.
- The items are then recorded in the L/F register & then packed in a opaque bag.
- The bag is then closed, stapled & a tag is attached which has same information as mentioned in the L/F 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 ENQUIRIES

- The L/F items are stored in a separate L/F store.
- The store is divided into columns & the articles are stored according to the serial number, date & month.
- On receiving enquiry, the H.K. desk personnel checks the L/F log book whether such item is recorded or not. If it is there in the record then the guest is called to collect the item.
- On arrival the guest is asked to describe the article in detail. If the description matches then the guest is asked to sign the log book giving his name, address, & telephone no.

LOST & FOUND ENQUIRIES

- The date & time of handover is recorded & the article is handed over to the guest.
- Many hotels maintain a separate file for recording queries called as “LOST & FOUND FILE”.
- In case the guest is not able to come to the hotel but sends another person on his behalf, then he has to send a “LETTER OF AUTHORIZATION” with the person and the article can be handed over to the person with the authorization letter.

LOST & FOUND ENQUIRIES

- If the L/F item is mailed then the person taking the package for mail sign the L/F log book, assuming temporary custody of the article.
- The guest is informed over the telephone that he/she will be receiving the article shortly & acknowledge for the same.
- Incase there is no claim then the items may be handed over to the finder.

LOST & FOUND ENQUIRIES

- Non-valuables are stored for 6 months, valuables are stored for one year & perishables for not more than 24 hours.
- Some hotels may handover the valuables to the finder or sell and put the money in with the tips to distribute to the whole department.
- The E.H.K. signs the tags & this acts as a gate pass for the staff.

LOST & FOUND FILE

LOST AND FOUND FILE

DATE	NAME	ADDRESS	ARTICLE L/F & DESCRIPTION	DISPOSAL

CHECKLISTS

- Supervisors use checklists for inspection of rooms to maintain the standards.
- It is a document that lists item by item all the surfaces & articles in guestrooms or public areas with space for supervisors to indicate approval.
- More detailed the checklist is, more thorough will be the inspection & better standards of cleaning.
- **WHITE RAGGING**: Type of guestroom inspection in which a white rag is rubbed on a recently cleaned surface to check the degree of soil.

DIRTY DOZEN

- It is a checklist of 12 areas identified in guest rooms that escape from the eyes of room attendants & tend to accumulate dust. They are hard to reach areas & are hidden from the guest's eye. The state of cleanliness in these areas reflects the standard of cleanliness in the hotel. The areas include:
 - Area between bed & bedside table(nightstand)
 - Interior of drawers & wardrobes
 - Top of picture frames
 - Top edges & back of doors.

CHECKLISTS

- Grills of A/C
- Cobwebs in ceiling
- Carpet area behind standing furniture.
- Tiled area next to shower
- Area behind the toilet bowl
- Area under the vanity unit & towel racks.
- Air vents in toilets.
- General odor of room which should smell fresh. This is often overlooked.

HANDLING ROOM TRANSFER/CHANGES

- A guest may wish to change his room due to many reason such as
 - Type of bed
 - Small room,
 - Noise or acoustics
 - Poor view
 - Color /décor of the room,
 - expensive room etc.

HANDLING ROOM TRANSFER/CHANGES

- Reception gives the clearance for room transfer & provide an alternate room number.
- The GRA may pack the belongings of guest although this is rare but the H.K. staff needs to know the policies related to room transfer.
- The GRA may carry the luggage to other room or the bell desk personnel may carry the luggage to other room. Vacated room must be checked so that guest items are not left behind.

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



ROTA

- **ROTA**: It is a list showing times & names for people to take their turn to perform duties.
- Duty Rota is essential due to the following reasons:
 - It ensures that sufficient number of staff are available at a particular given period of time to complete work.
 - Staff should not work over the number of duty hours as mentioned in their terms of employment.
 - To make sure that staff get their regular off so that their output remains high.

ROTA

- To do the planning of off days for each staff.
- Duty Rota helps in preparing attendance & payroll.
- It informs who were on duty in case of breakout of fire.

ROTA

- Factors to be taken into consideration while making duty Rota:
- Average working hours when the department is operational.
- Total number of full time, part time which are on payroll.
- Number of casual staff present
- Total number of hours each employee works per day, per week & per year.
- Provision of tea/ meal breaks in the company.
- Productivity i.e. output of each employee per day & per working period.

ROTA

- Day offs, holiday periods, medical leaves as well as last minute sick leave ,absenteeism.
- Amount of workload in one day.
- Special cleaning activities(for e.g. spring cleaning) or renovation activities.

DUTY ROSTERS

- **ROSTER**: It is a list of people's name & the jobs they have to do at a particular time(i.e. allotment of work). It controls the duty hours, distribution of offs & shifts. Duty roster specifies
 - JOB
 - PLACE
 - TIMINGS
 - MEAL PERIODS
 - REPORTING RELATIONSHIP
 - SPECIAL DUTIES.

DUTY ROSTERS

- Factors that should be taken into consideration while making duty roster:
- The person making the roster should have full knowledge of duty roster.
- Human relations should be taken into account.
- Hopes & ambitions of staff
- Working conditions
- Types of shifts.

TYPES OF SHIFTS

STRAIGHT SHIFT:

➤ The employees work continuously for fixed number of hours be it day, evening or night.

➤ SPLIT SHIFT

The employees work for fixed number of hours during peak periods, take a break & again report during next peak period. The employees will work for 8 hours but on split basis.

TYPES OF SHIFTS

➤ ROTATING SHIFT

Department has three shifts i.e. morning (6a.m.- 2 p.m.), evening(2 p.m.-10p.m.), night shift(10 p.m.-6 a.m.).Employees may work for 4 days & take two days off & then go to the next shift. Rotation of shifts depends on the number of staff, average working hours per week & number of working days in rotation to off duty periods.

➤ ALTERNATING SHIFT

Staff work in one shift for a week & then proceed to other shift in the next week.

MAINTENANCE

- Maintenance is a combination of actions carried out to retain an item / machine / equipment / system / plant in order to restore it to an acceptable working condition. The term maintenance covers the following:
 - Inspection of the item / plant / equipment / machine /system
 - Repair of the defects if any
 - Minor modification in order to reduce maintenance efforts.

OBJECTIVES OF MAINTENANCE

- There should be a minimum breakdown so that the plant or machine is in the best working condition. Cost should be as possible.
- The machines & equipments should be maintained in such a way that they give maximum output without any interruption or hindrance.
- The machines, equipments must be available as & when required by the customers.
- Safety of employees & guests in the hotel.
- To ensure that the assets are available to the maximum as well as more reliable.

OBJECTIVES OF MAINTENANCE

- To have maximum return investments.
- To increase the useful life or shelf life of assets.
- To ensure that the equipments for emergency are ready for operation at all times.
- To make sure that the systems are operationally stable.
- Increase operational efficiency of equipments.
- Customer satisfaction
- To save energy costs.

TYPES OF MAINTENANCE

- Maintenance is of four types.
- ROUTINE/PLANNED MAINTENANCE
- PREVENTIVE MAINTENANCE
- BREAKDOWN MAINTENANCE
- REPORTING MAINTENANCE

ROUTINE/PLANNED MAINTENANCE

- Maintenance activities that are repetitive and periodic in nature such as lubrication, cleaning, and small adjustment.
- In planned maintenance work is carried out with forethought, control and record.
- Work is planned before hand to avoid failures.
- The checking times depends on 1) Usage of equipment 2) Nature of equipment. 3) Legal requirement.

PREVENTIVE MAINTENANCE

- Maintenance action to prevent breakdowns and failures.
- It consists of timed inspections, minor adjustments, lubrications based on manufacturer's recommendations with the aim of preventing unscheduled breakdowns & increase the life & efficiency of equipment.
- The interval between the preventive maintenance actions is based on recommendations or measurements done by manufacturer which indicate the deteriorating performance of the equipment.

BREAKDOWN MAINTENANCE

- Work implemented after failure but based on advanced planning.
- No work is done until a component or equipment fails or becomes inoperative.
- After failure, necessary repairs are carried out to bring back the equipment to its original working condition.
- The equipment is allowed to run till it stops working & no efforts are made in advance to prevent the failure .

REPORTING MAINTENANCE

- Any defect in the equipment is reported immediately to the supervisor by the concerned room attendant.
- The supervisor in turn informs maintenance about the defect.
- The mistake may be **MAJOR MISTAKE** which is reported directly to top management
- The mistake may be **MINOR MISTAKE** which is reported to supervisor and is corrected at once.

LIGHTING

- **LIGHT**: Light can be defined as a form of energy which makes things visible.
- **ILLUMINATION**: It is the distribution of light on a horizontal surface. It is measured in foot candles.
- **LUMEN**: Measurement of light output from a light source It is the quantity of light emitted from a lamp. All lamps are measured in lumens.
- **LIGHTING EFFICACY**: It is the ratio of light output from a lamp to the electrical power it consumes. It is lumens per watt.

LIGHTING

- **LAMP**: It is a source of light
- **LUMINAIRE**: A lamp is inserted in a fixture. The combined lamp & lighting fixture is a luminaire.
- **FOOT CANDLE**: When one lumen of light falls on a one square foot area at a distance of 01 foot from a standard candle, it is called as foot candle.
- **LUX**: When one lumen strikes one square meter surface at a distance of one meter from a standard candle, it is called one lux.
- 01 foot candle= 10.76 lux.

FACTORS CONSIDERED FOR GOOD LIGHTING

- A list of each area should be made which have to be lighted & a hierarchy of areas should be maintained as per the degree of importance.
- It should be energy efficient & save energy costs.
- Lighting should increase productivity levels.
- It should be easily replaceable & maintainable. Lamp loses 50% of illumination if it is not properly cleaned.(contd. in next slide)

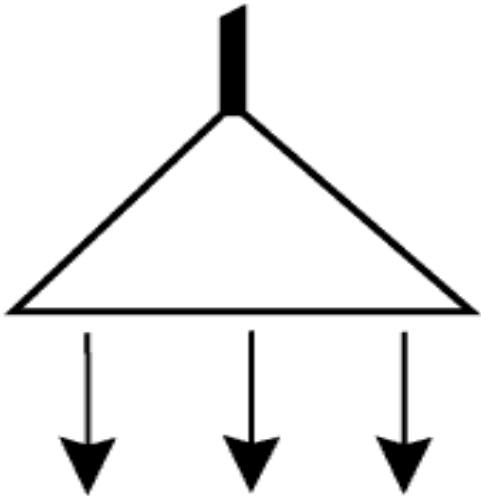
FACTORS CONSIDERED FOR GOOD LIGHTING

- It should have a good design & durable
- Light should not cause strain to human eyes.
- Lighting mood must be consistent with the design & function of the place.
- There should not be any hazard or accident.
- It should fully utilize the potential of daylight.

TYPES OF LIGHTING

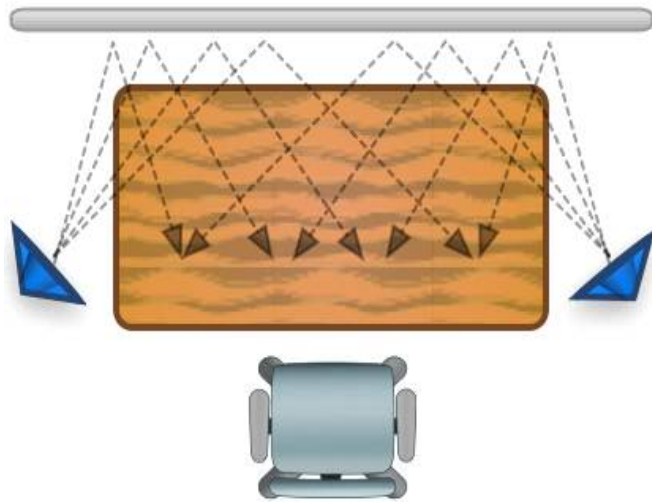
- DIRECT LIGHTING
- INDIRECT LIGHTING
- SEMI-DIRECT LIGHTING
- DIFFUSED LIGHTING

DIRECT LIGHTING



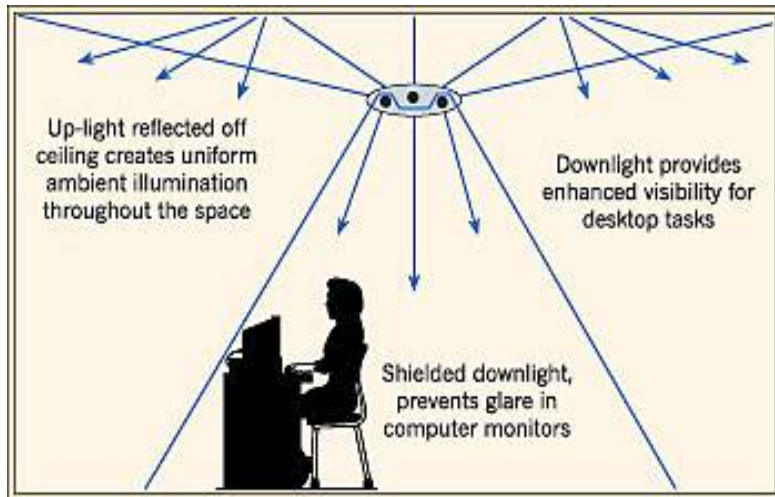
- In this type, light is directly directed into the room by the bulb. E.g. Table lamp. The light fall directly on to the surface.

INDIRECT LIGHTING



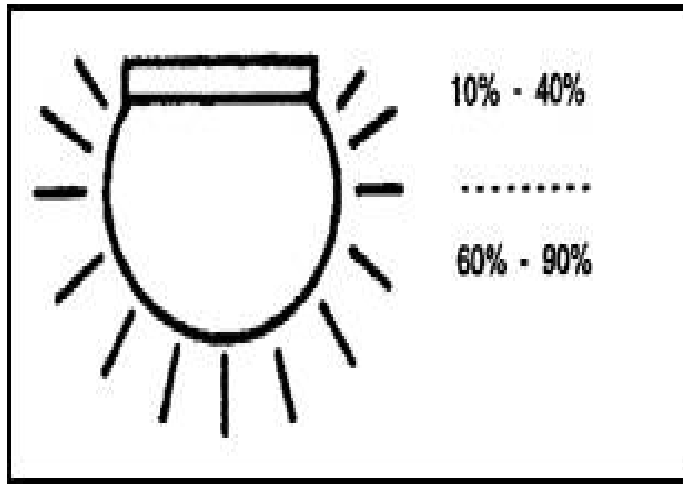
- Light is completely directed towards the ceiling from where it is reflected back into the room.

SEMI-DIRECT LIGHTING



- Part of the lighting is directed towards the room & partly towards the ceiling from where it is reflected.

DIFFUSED LIGHTING



- Light is made to pass through a translucent covering.

TERMINOLOGIES

- **SPA BATHS**: Small pools of warm water with the temperature maintained at 39°C used for therapeutic purposes.
- **SAUNA**: Steam bath cubicle made of wood or glass.
- **JACUZZIS**: Whirlpools; small pools in which alternate jets of warm water bring about therapeutic effects.
- **SOLARIUM**: A room enclosed by glass panels, meant for the enjoyment or therapeutic use of sunrays.
- **WHB**: A term used for washbasins.

TERMINOLOGIES

- **CRIBS**: a baby cot.
- **CASTORS**: These are wheels fixed at the base or to the legs of furniture & equipment for to make them mobile.
- **ACOUSTICS**: The properties of materials, usually those used on ceilings, walls & floors, that determine how well they absorb sound.

SPA ,SAUNA,JACUZZIS SOLARIUM



Review

- Importance of planning work of housekeeping.
- Types Maintenance work.
- Types of light use in hotel.

Exercise

- Draw the format of lost and found slip.
- What do you mean by duty Rota and work schedule ?
- What are the different types of maintenance work?

Thanking you

LINK

➤ www.youtube.com