Role and Function of Housekeeping Department
ROLE OF HOUSEKEEPING

- Housekeeping is mainly responsible for
- Hotels can be classified on number of basis
- But from housekeeping point of view two factors are taken into consideration
- Size & Service Levels.

- Cleanliness, maintenance & upkeep of the property.
- Location, clientele, chain affiliation, size & service levels.
- As per size hotels are classified into

**Number of Rooms**
- Under 75
- 75 – 149
- 150-299
- 300 & Above
The size of a hotel also depends upon

As per service levels hotels can be classified into

Indicators of service levels are

Number of divisions and departments, number of meeting rooms & banquet halls, square footage of public areas.

ECONOMY HOTELS
MIDTOWN HOTELS
LUXURY HOTELS

Furnishings & fixtures in guest rooms, interior décor in public areas.
MIDTOWN HOTELS

- Target major section of travelers.
- Provide modest but sufficient services.
- Staffing level is moderate but not huge.
- They may offer suite accommodation i.e. living room is separate from bedroom. Kitchenette facilities may be provided in suites.
LUXURY HOTEL

- These hotels provide high class service, upscale restaurants, exquisite décor.
- Housekeeping may provide oversized bath towels, scented soaps, special shampoos, shower caps. Turndown service is also given by housekeeping staff.
- Furnishing, fixtures and interior is much costlier in luxury hotels as compared to midtown hotels.
FUNCTIONS OF HOUSEKEEPING

- Main function of housekeeping is to maintain cleanliness in a safe and secure environment.
- Provide services to the guest efficiently and economically.
- Maintenance of fabric of the building.
- Assist in maintenance activities.
Exercise

➢ Write down the role of hotel housekeeping?
➢ What are the main functions of hotel housekeeping?
LINK
WWW.YOUTUBE.COM

➢ HOTELHOUSEKEEPING
  (TRAININGMANUAL)
➢ SUDHIR ANDREW
Thank you