

Unit-3

Staffing in Housekeeping Department

Objective

- Role play of Housekeeping Personnel
- Meaning of Job description and job specification of Housekeeping staff.

Main points

- Job of housekeeping Staff .

Role play of Key Personnel

This is the summary of the duties and responsibilities of key person in the department.

- **Executive Housekeeper:** The person in this position is ultimately responsible for all the work and staffing of the department.
- Is responsible translating hotel policies, procedures, and standards into housekeeping operation.

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- She/he represents the department at the General manager's meetings.
- Ensures that all the resources made available to her are effectively utilized.

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- **Assistant housekeeper: Heads** a shift in a twenty-four hour housekeeping service.
- Substitutes the Housekeeper in her/his absence.
- Perform some administrative function.
- Explains the Executive Housekeeper's Policies, Procedures, and standards to all the housekeeping supervisors and ensures that they are actualized at the operational level.

- **Floor Supervisor: Direct** the cleaning and maintenance of rooms on allotted floors.
- Controls the resources on the floor which include room attendants and houseman; bed and bath linen; guest and room amenities; and cleaning equipment and detergents.
- Supervise the exchange of floor linen with the laundry.

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- **Control Desk Supervisor:** Co-ordinates communication with housekeeping personnel spread to all parts of the hotel.
- Co-ordinates with the Maintenance department to ensure that all maintenance requests are attended to.
- Co-ordinates with the Front office to take over departure rooms for cleaning and release cleaned rooms.

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- The control desk is manned in all shifts as it is the lifeline for all housekeeping staff.
- Controls lost and found procedures.
- Performs some administrative function.

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- **Room Attendant:** They are responsible for cleaning and maintaining allotted guest rooms as per set procedures and standards.
- They are the eyes and ears of the security team to report any untoward incidents.
- They ensure the privacy of guests at all times.
- They alert the concerned department of any maintenance and engineering requirements of the rooms.

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- **Housemen:** Moving heavy furniture
- Vacuuming long corridors of carpet.
- Helping in the exchange of linen from floors because the sheer volume requires strong hands.
- Cleaning public area spaces and furniture.
- Cleaning window.

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- **Linen room supervisor:** Coordinates the exchange of soiled linen for fresh ones with a team of linen attendants.
- Is the custodian of the linen asset and ensures their security.
- Maintains proper storage conditions to minimize loss due to damage and theft.
- Work closely with the laundry for the supply of clean linen.

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- **Uniform room supervisor:** Is responsible for keeping uniform in safe storage conditions.
- Issues laundered uniforms to hotel staff against soiled linen.
- Is assist by with a team of Uniform Room attendants and tailors.
- Co-ordinates closely with the laundry for washing and dry cleaning schedules to keep constant supply of fresh linen.

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- **Tailors/Upholsterers:** They mend uniform, linen and upholstery to give them longer life.
- **Public Area Supervisor:** He ensures the cleanliness, maintenance and aesthetic upkeep of all public areas like lobbies, restaurants, banquets space, etc. with a team of houseman.
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- **Horticulturist:** He is responsible for the upkeep of all landscapes and gardens with a team of gardeners based on the area.
- **Florist:** He/she is responsible for all internal flower arrangements for guest room, public areas, banquet. buffets etc.

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- **Gardener:** He is responsible for the upkeep of an allotted area of a landscape.
- He may be required to maintain internal plants and roof gardens also, where required.
- Mow the lawns and keep clean at all times.
- Use garden tools and equipment correctly to extend their life.
- Stores all equipment and tools in the garden sheds at the end of the day.

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- **Laundry manager:** Lead, train and motivate a laundry team.
- Approve staff rotations and duties.
- Ensure the safety and hygiene of the laundry staff.
- Supervise the periodic pest control scheduled.
- Train supervisors and staff.
- Conduct market surveys of new supplies meet the demand.

- **Laundry supervisor:** Record the attendance of the staff.
- Check that machine are working order.
- Deal with guest complain personally
- Ensure laundry cleanliness.

Laundry man & Spotter: responsible for guest laundry and Press.

Review

Role play of H.K staff.

Exercise

- Write down the role play of Ex. Housekeeper, Floor supervisor, Horticulturist.

Thank you

LINK

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