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# **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

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- 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](http://WWW.YOUTUBE.COM)

- HOTELHOUSEKEEPING  
(TRAININGMANUAL)
- SUDHIR ANDREW



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# Thank you