

Unit-2

Lay-out and Organization structure

Objective

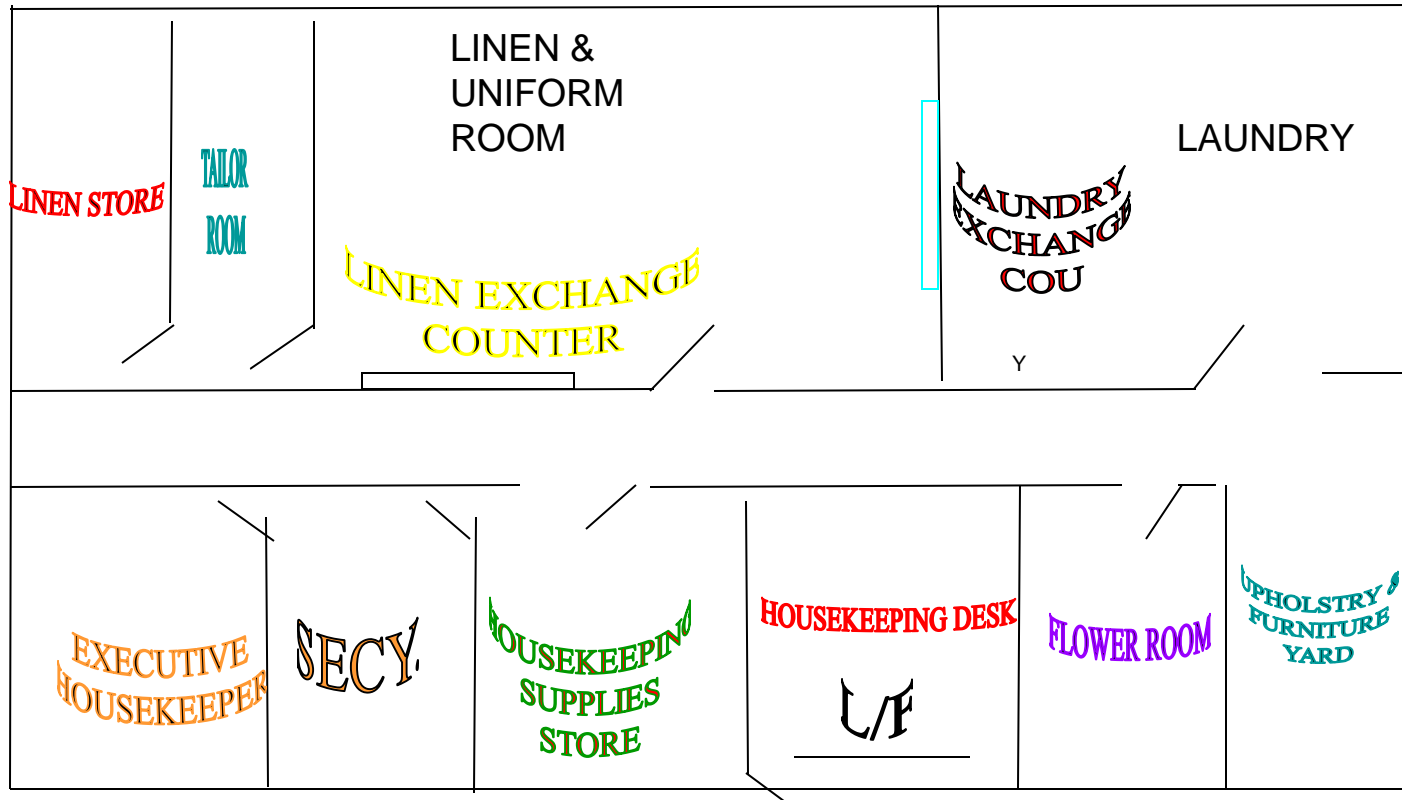
- Importance to understand the layout of housekeeping.
- Organizational structure of housekeeping.
- You will be able to know the relevant sub section of housekeeping.

Main Points

- Layout of housekeeping.
- Interdepartmental co-ordination
- Organizational structure.

UNIT – II

LAYOUT OF H.K. DEPT.



DESK CONTROL ROOM

- It is the main nerve centre of the housekeeping department.
- It is basically situated next to the E.H.K. office.
- H.K. desk consists of a table, chair, notice board, computer terminal and atleast two telephones.

DESK CONTROL ROOM

- The notice board displays duty rota, occupancy, arrivals, departures, housecount as well as notices from other departments and administrative offices.
- H.K. desk is also responsible for controlling and disposal of lost & found items

HOUSEKEEPER'S OFFICE

- The Executive Housekeeper is the main administrative head or H.O.D. of housekeeping.
- The office is a private cabin with glass panels for the E.H.K. to have a clear view all around.
- Secretary office is situated next to E.H.K. OFFICE .



LOST & FOUND

- This includes all those items which have been left behind by the guest in the hotel after they have checked out.
- These items are kept in the possession of the housekeeping department till the guest makes a claim for it.
- The lost & found items can be classified into PERISHABLES, VALUABLE & NON-VALUABLE.
- PERISHABLES are kept for not more than 24 hours.
- NON-VALUABLES are kept on hold for 6 months.
- VALUABLES are kept on hold for 1 YEAR.

GUEST ROOMS/FLOORS

- Room attendants actually do the cleaning of guest rooms and supervisors crosscheck for the degree of cleanliness.
- They are also responsible for maintenance as well as security of guest rooms and surrounding areas.
- Each floor is divided into various sections and the room attendants are allotted sections for cleaning of guest rooms.

PUBLIC AREAS

- Basic cleaning of public areas is done in morning.
- FRONT OF THE HOUSE
- BACK OF THE HOUSE
- Thorough cleaning is done in the night.
- Lobby, restaurants, coffee shop, bar, banquet halls, shopping arcade, health club, swimming pool, parking area.
- Includes all departments (except kitchen), staff lockers, administrative offices.

LINEN

- LINEN refers to the textile made from the flax plant *LINUM USITATISSIMUM*.
- In housekeeping it also refers to the launderable items.
- Housekeeping consists three types of linen: BED, BATH LINEN, TABLE LINEN & SOFT FURNISHINGS
- BEDLINEN include bed sheets, pillow cases, mattress protectors.
- BATH LINEN include bath towels, hand towels, specialty towels, bathmats.
- TABLE LINEN include tablecloths & napkins.

LINEN STORE

- LINEN STORE is meant for storing freshly purchased linen.
- During lower occupancy periods or slack season, excess linen can be removed from circulation, packed & stored in linen store.
- The store can also be used to store discarded linen. Separate labeled racks are maintained for storing discarded linen.



LINEN ROOM

- LINEN ROOM is meant to keep the linen which is in circulation. It has a separate linen exchange counter for exchanging soiled linen with that of fresh linen.
- It is under the control of the linen room supervisor who is responsible for issuing & movement of linen & uniforms.



TYPES OF LINEN ROOM

- **CENTRALIZED**
 - In this type linen & uniform are issued from one point only. Uniforms are kept in linen room and there is no separate uniform room.
- **DE-CENTRALIZED**
 - The uniform room is separate from the linen room. The linen room attendant issues the linen to the floor pantries and from here issued to the room attendants.

UNIFORM ROOM

- The uniform room stores, issues and controls uniforms used throughout the property.
- It is a complex responsibility-especially in a large hotel with many uniforms of varying types, quantities and sizes.
- Clean uniform is issued in exchange for a soiled one.



TAILOR'S ROOM

- This is meant for in-house tailors who do the stitching and mending of linen and uniforms.
- The tailors can also do the modification of the discarded linen. For e.g. discarded bed sheets can be used for making dusters. Discarded bath towels can be used for making mops.
- Some hotels may not have in-house tailors. In that case outside contracting can be done.

LAUNDRY

- ON-PREMISES LAUNDRY

- It is the laundry located within the premises of the hotel.

- OFF-PREMISES OR CONTRACT LAUNDRY

- Laundering of hotel linen as well as guest linen is done by an external laundry on contract basis



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HOUSEKEEPING SUPPLIES STORE

- Hotels provide a variety of guestroom supplies and amenities for the guest's needs and convenience. The E.H.K. is responsible for storing, distributing, controlling and maintaining proper stock levels for supplies & guest amenities.
- Housekeeping amenities include bath soaps, facial soaps, toilet seat bands, toilet tissues, lotions, shampoos etc.
- AMENITY :It is a service or item offered to guests or placed in guest rooms for convenience of guests and comfort, at no extra cost.

FLOWER ROOM

- This is a place where all types of flower arrangements are made for guest rooms, suites, public areas, executive offices.
- Flowers can be taken from horticulture or can even be purchased from outside.
- Banquet requirements such as backdrop for wedding is done on contract basis.

INTER-DEPARTMENTAL CO-ORDINATION

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HOUSEKEEPING TO RECEPTION

HOUSEKEEPER'S REPORT

- Everyday housekeeping takes a physical check of each & every room and prepares a physical status of each room. It is also called as ROOM OCCUPANCY REPORT.
- The consolidated report of all sections is made at H.K. desk and a copy is sent to the reception.
- Front office then prepares a ROOM DISCREPANCY REPORT. This is a situation wherein room status provided by H.K. differs from the room status information being used by the front desk.

HOUSEKEEPING TO RECEPTION

- CHECK OUT/READY ROOMS
- Departure rooms are cleaned by room attendants and subsequently inspected by floor supervisor.
- When inspection is properly done the supervisor converts the status of the room into VACANT & READY i.e. room is ready for sale.

HOUSEKEEPING TO MAINTENANCE

- **MAINTENANCE REQUESTS**: During daily cleaning activities, housekeeping informs maintenance about various maintenance complaints that have to be attended. The information conveyed can be in written form i.e. work orders or via e-mail.
- **SPECIAL CLEANING PROGRAMMES** : During low occupancy periods H.K. may block some rooms for special cleaning. The list of these rooms can be sent to maintenance dept. and intern they can carry out maintenance rectification in these rooms.

F&B SERVICE TO HOUSEKEEPING

- F&B service informs housekeeping about banquet forecast diary. Housekeeping is informed in advance about banquet functions for the coming days. Information's relate to the type of functions, number of expected & guaranteed pax venue, residential or non residential.
- **FUNCTION PROSPECTUS:** A copy this is sent to housekeeping. It consists of the name & type of function, venue, expected & guaranteed pax, menu, billing instructions & requirements from other departments.

HOUSEKEEPING TO F&B SERVICE

➤ **LINEN & UNIFORM INVENTORY PLANS**

Inventory means to take a physical count of the stock in hand. H.K. informs well in advance to F&B service about the date & time to conduct inventory of linen.

➤ **SHAMPOOING/SPECIAL CLEANING OF PUBLIC AREAS** : H.K. informs in advance to F&B service about its special cleaning in public areas because such work can only be done when the restaurant is closed or there is no function in banquet hall.

HOUSEKEEPING WITH LAUNDRY

- Housekeeping coordinates with laundry for cleaning of guest clothes which are laundered & returned to guests.
- Housekeeping coordinates with laundry regarding cleaning of hotel linen (i.e. both HK linen & F&B linen).
- The uniforms are washed & sent to the uniform room so that staff in the hotel can get fresh uniforms to wear.
- Linen room coordinates with laundry because soiled linen sent to the laundry is washed and sent to the linen room for circulation to housekeeping floors and F&B service.

HOUSEKEEPING WITH SECURITY

- Housekeeping coordinates with security regarding theft, crime, fire or any accident in the hotel.
- Security is more effective if employees make an effort towards hotel's security program. For e.g. the H.K. employees should sincerely follow the key control procedures.
- They should keep a close eye on suspicious activities and immediately report to the security officer. Since H.K. staff is present in all areas of the hotel, they can be a valuable source of information

H.K. WITH PURCHASE/STORES

- Housekeeping coordinates with purchase for purchasing cleaning agents and cleaning equipments.
- For purchasing of guest supplies and amenities.

H.K. WITH ACCOUNTS

- Housekeeping works closely with this division because H.K. maintains inventories of cleaning supplies, equipment, linen & uniform.
- The Financial controller and the General manager finalize the budgets prepared by division and department managers.
- Salary disbursements and sanctioning of funds for purchasing of housekeeping supplies, amenities, equipments.

H.K. WITH PERSONNEL

- H.K. coordinates with personnel regarding external recruitment, internal reassignment, training, employee relations, compensation, benefits, labor relations.
- H.K. coordinates with personnel regarding leave entitlements, over time, salary & wages.

H.K. WITH HORTICULTURE

- Housekeeping coordinates with horticulture for flowers required in making flower arrangements & bouquet.
- Horticulture is a part of housekeeping but in some hotels horticulture can be a separate department.

HOTEL ORGANIZATION STRUCTURE

- By the end of this session you will be able to understand the meaning of organizational structure.
- Organizational chart in a small, medium & large hotel.

ORGANIZATION CHART

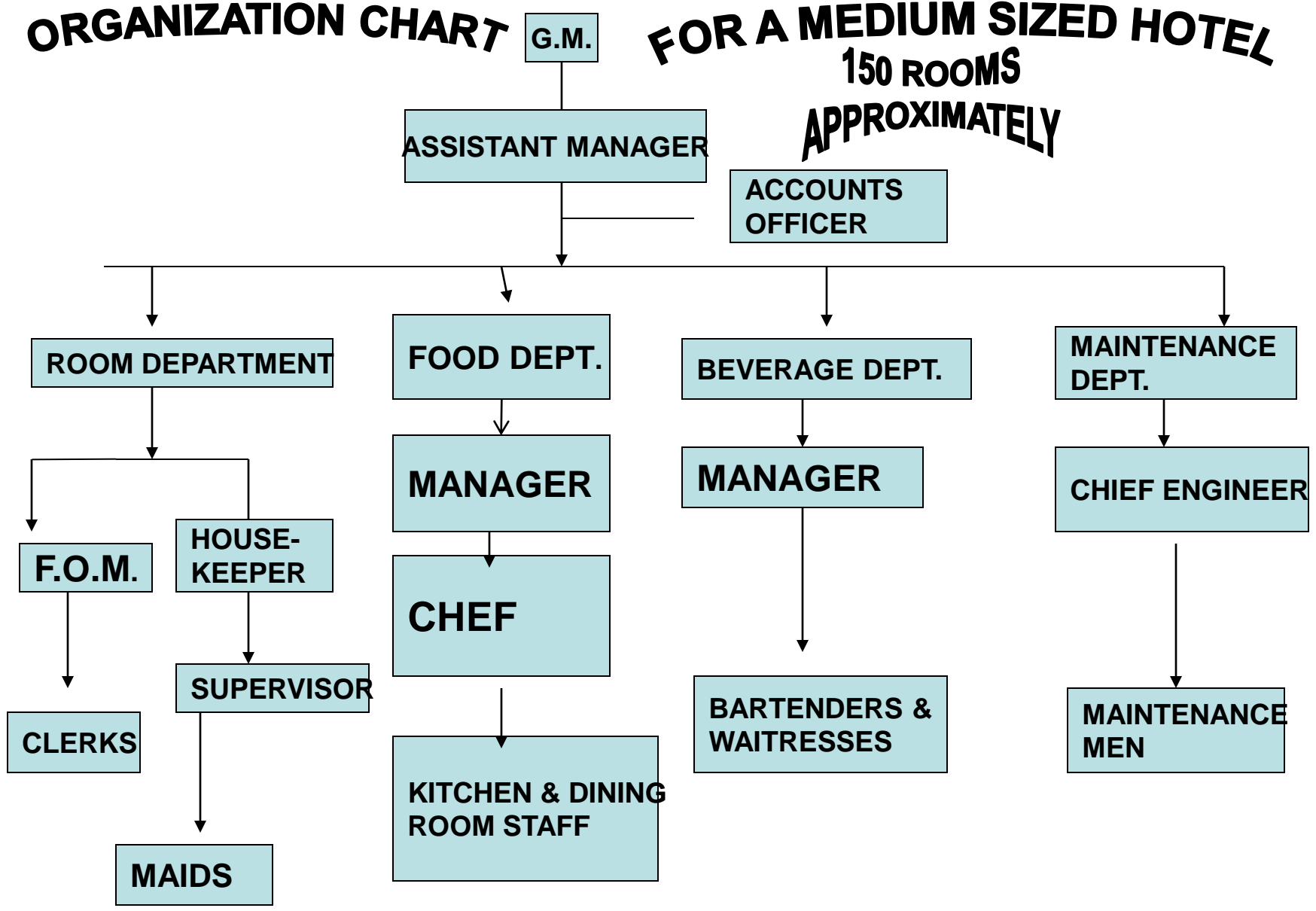
- ORGANISATION CHART: A schematic depiction of relationships between jobs.
- ORGANISATION STRUCTURE: A framework that assigns responsibilities and channels of communication.
- Use of terms “DIVISIONS” & “DEPARTMENTS” is not standard. Large hotels may call their main functional area as DIVISION & smaller functional area as DEPARTMENT. Smaller hotels may call their main functional areas as “DEPARTMENTS” & smaller areas as “SUB-DEPARTMENTS”.

HOTEL ORGANIZATION STRUCTURE

- The organizational structure depends on the hotel's size, services (accommodation & f&b) basic objectives & personalities involved.
- In a hotel two major services are provided:
 - Provision of accommodation
 - Service of food & drinks.
- In a modern hotel two major functions have been added:
 - Conferences & exhibitions organization
 - Entertainment

ORGANIZATION CHART FOR A MEDIUM SIZED HOTEL

150 ROOMS
APPROXIMATELY



ORGANIZATION CHART OF A LARGE HOTEL

- The organization chart of a large hotel has been divided into three sections due to limit of space.
- Each section describes in detail the hierarchy of each core division.
- The three sections can be combined while making the complete hierarchy.

Review

- Different subsections of housekeeping along with its layout.
- Interdepartmental relationship.

Organizational structure of a Large hotel.

Exercise

1. Draw organizational chart of housekeeping for a large hotel.

2. Why interdepartmental co-ordinations are essential?

Thank you

LINK

➤ www.youtube.com

➤ HOTEL HOUSEKEEPING (TRAINING MANUAL)

➤ SUDHIR ANDREWS

➤ HOTEL HOUSEKEEPING

➤ G. RAGHUBALAN