



## Rooms Division Course

*Option*

*Performance & Productivity standards*



English only



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**PERFORMING STANDARDS**

**ATTITUDE & BEHAVIOR**

**PRODUCTIVITY**

**QUALITY VS QUANTITY**

**PRODUCTIVITY CALCULATION**



# What are performance standards ?

- **State what must be done**
- **Inform about how it should be done**
- **Establish the quality**
- **Ensure work consistency**
- **Follow hotel rating**
- **Bring added value to companies**
- **Make corrective and disciplinary actions possible**



# Standard of performance

Why are performance standards created ?

- **Keyword: *Consistency***

How to communicate performance standards ?

- **Head of Departments (HOD) develop, communicate, and manage standards**
- **Via Training Programs**



# Productivity

## WHAT IS PRODUCTIVITY ?

- The acceptable workload to be done and how long should it take for someone to perform a certain task.

## What are the advantages of defining productivity standards ?

- Properly staffing the department → Cost savings.





# Quality vs Quantity

**Is quality and quantity compatible ?**

**→ Two sides of the same coin**

- **High quality expectations → quantity unacceptably low and high costs**
  - **Higher quantity → loss of quality**



# Scheduling

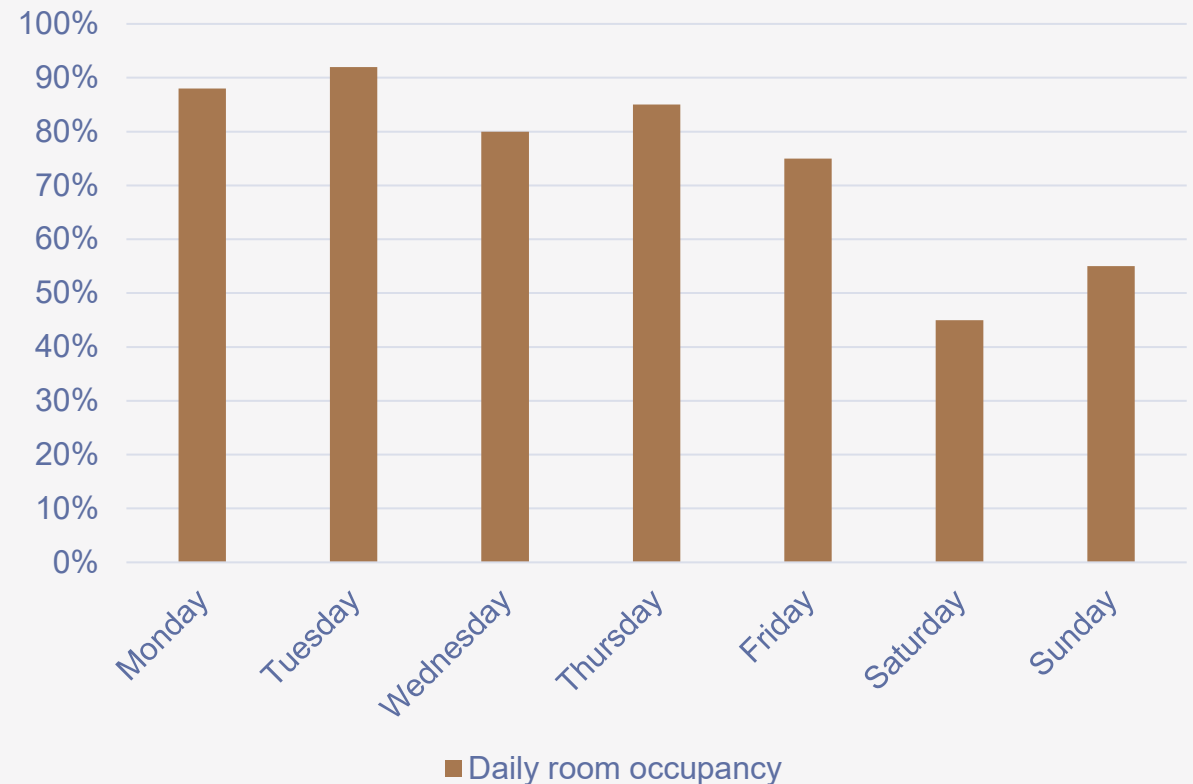
## Full-time vs Part-time employees

- Full-time (or permanent) employees have an open working contract, coming to work every day
- Part-time (or extra) employees have an hourly working contract (they work when needed, on call, or have a lower working percentage. Example: 40% for 2 days of work per week)

Sometimes, the extra employees are outsourced from a hiring company.

## Impacts ?

- Varies according to the hotel occupancy
- Determined by the occupancy of the previous night





# Planning workload

- **Determine the total number of rooms needed to be cleaned on a working day**
- **Determine the number of rooms cleaned by a single employee**
- **Which allows you to find out the number of employees needed to perform the necessary work**

## **Example :**

- **250 Hotel rooms**
- **90 % Occupancy**
- **16 Rooms cleaned per room attendant**





# Answer

**Dirty rooms to be cleaned:  $(250 \times 90) / 100 = 225$**

**Room attendants needed, knowing that every person cleans 16 rooms:**

$$225 / 16 = 14$$

# Department staffing for a 360-bedroom hotel

**Please find the number of employees needed to be scheduled each day, taking into consideration the Occupancy % found below, and the fact that each Attendant cleans 18 rooms per day.**

|                     | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---------------------|--------|---------|-----------|----------|--------|----------|--------|
| Occupancy in %      | 85     | 95      | 70        | 90       | 60     | 50       | 40     |
| Rooms to be cleaned |        |         |           |          |        |          |        |
| Number of employees |        |         |           |          |        |          |        |

# Calculate the productivity

- Determine how long should take to clean a guest room : **25 minutes**
- Determine the total working time in minutes: **8h x 60 minutes = 480 minutes**
- Determine the time available for other duties : **60 minutes**
- Determine the effective working time available:

Total minutes worked..... 480 min

*Deducting:*

Beginning shift duties..... 15 min

Lunch break..... 30 min

End of shift duties..... 15 min

Effective working time..... 420 min

*Productivity standard:*

420 minutes shift / 25 minutes per room = 17

**Answer: 17 guestrooms per 8-hour shift.**



# Exercise #1

How many rooms is a Room Attendant cleaning in the following operation ?

Information available:

Room cleaning time **18 minutes**

Employees hired to work **7 hours per day**

Other duties **14 minutes**

Lunch break **20 minutes**

1) Hours → minutes: **7h x 60min = 420 minutes**

2) Effective cleaning time:  
**420min – 34min = 386 minutes**

3) Rooms productivity:  
**386min / 18min = 21.45 rooms**

Can we clean 21.45 rooms ?

Do we ask each Room attendant to clean 21 or 22 rooms ? Why ?

Answer:

Each room attendant will have to clean 22 rooms



## Exercise #2

How many rooms are the Room Attendants cleaning in the following operation ?

Information available:

Room cleaning time **24 minutes**

15 Full-time employees work **8 hours per day**

Other duties for full-time employees **20 minutes**

Lunch break for full-time employees **25 minutes**

6 Part-time employees work **4 hours per day**

Other duties for part-time employees **10 minutes**

1) Full-time employees:  $8\text{h} \times 60\text{min} = 480\text{min}$

Effective cleaning time:  $480\text{min} - 45\text{min} = 435\text{min}$

Productivity :  $435\text{min} / 24\text{min per room} = 18.1$

**18.1 Rooms → 18 Rooms**

2) Part-time employees:  $4\text{h} \times 60\text{min} = 240\text{min}$

Effective cleaning time:  $240\text{min} - 10\text{min} = 230\text{min}$

Productivity:  $230\text{min} / 24\text{min} = 9.6$

**9.6 Rooms → 10 Rooms**

**Answer :  $(18 \times 15) + (10 \times 6) = 330$  rooms**

# Exercise #3

How many Room Attendants do you need working on the next day, according the following information ?

The hotel has **354 rooms**

Room attendants' shifts are of **8 hours per day**

Break and other duties **30 minutes**

Occupancy **87%**

Productivity is **24 minutes per room**

1) Occupancy of the day:  $(354 \times 87) / 100 = 308$   
dirty rooms to be cleaned on the next day

2) Hours → minutes:  $8h \times 60min = 480min$

3) Effective time:  $480min - 30min = 450min$

4) Rooms cleaned by each room attendant:  
 $450min / 24min = 18.7 \rightarrow 19$  rooms

5) Number of room attendants needed:  
 $308 / 19 = 16.2$

Do we choose 16 or 17 Room attendants ?

16.2 → 16 Room attendants

# Exercise #4

Please calculate the forecasted occupancy in % for the next day, according to the information below:

The hotel has **570 rooms**

**25 room attendants work 8 hours per day**

**Break and other duties 20 minutes**

**17 room attendants work 4 hours per day**

**Productivity is 36 minutes per room**

1) Full-time employees: **8h x 60min = 480min**

**480min – 20min = 460min**

**460min / 36min = 12.77# → 13# / R. attendant**

**25 room attendants x 13 rooms = 325 rooms**

2) Part-time employees: **4h x 60min = 240min**

**240min / 36min = 6.66# → 7# / R. attendant**

**17 room attendants x 7 rooms = 119 rooms**

3) Total rooms to be cleaned : **325 + 119 = 444#**

4) Occupancy: **444# x 100% / 570# = 77.89%**



*Any questions ?*



*Thank you*

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