



Rooms Division Course

Opinion

Introduction to Housekeeping



English only

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What is Housekeeping ?

Housekeeping resumes the duties of cleaning, while creating a safe & comfortable environment.

What other words make you think about Housekeeping ?

Clean

Tidy

Fresh

Neat

Organized

Aesthetically pleasant



Importance of cleaning

How important is cleaning for you ?

- No level of service, friendliness of staff, quality of products = the sensation of entering a spotless, tidy and beautifully arranged room.
- Cleanliness brings a sense of well-being.
- Rooms are the main product that a hotel sells.



Importance of cleanliness



WHAT IS THE WORD THE MOST SEARCHED FOR ON TRIPADVISOR, EXPEDIA & BOOKING ?

HOW LONG DOES IT TAKE THE GUEST TO FEEL IF THE ROOM IS CLEAN WHEN THEY ENTER FOR THE FIRST TIME ?

Top 5 things guests look at before booking a hotel

(Classified by importance)

1. **Cleanliness** 🧹
2. **Friendly Hotel staff** 😊
3. **Comfortable bed** 🛏️
4. **Convenient location** 📍
5. **Good value for money** 💰



Reference

Department classification

How would you categorize it ?

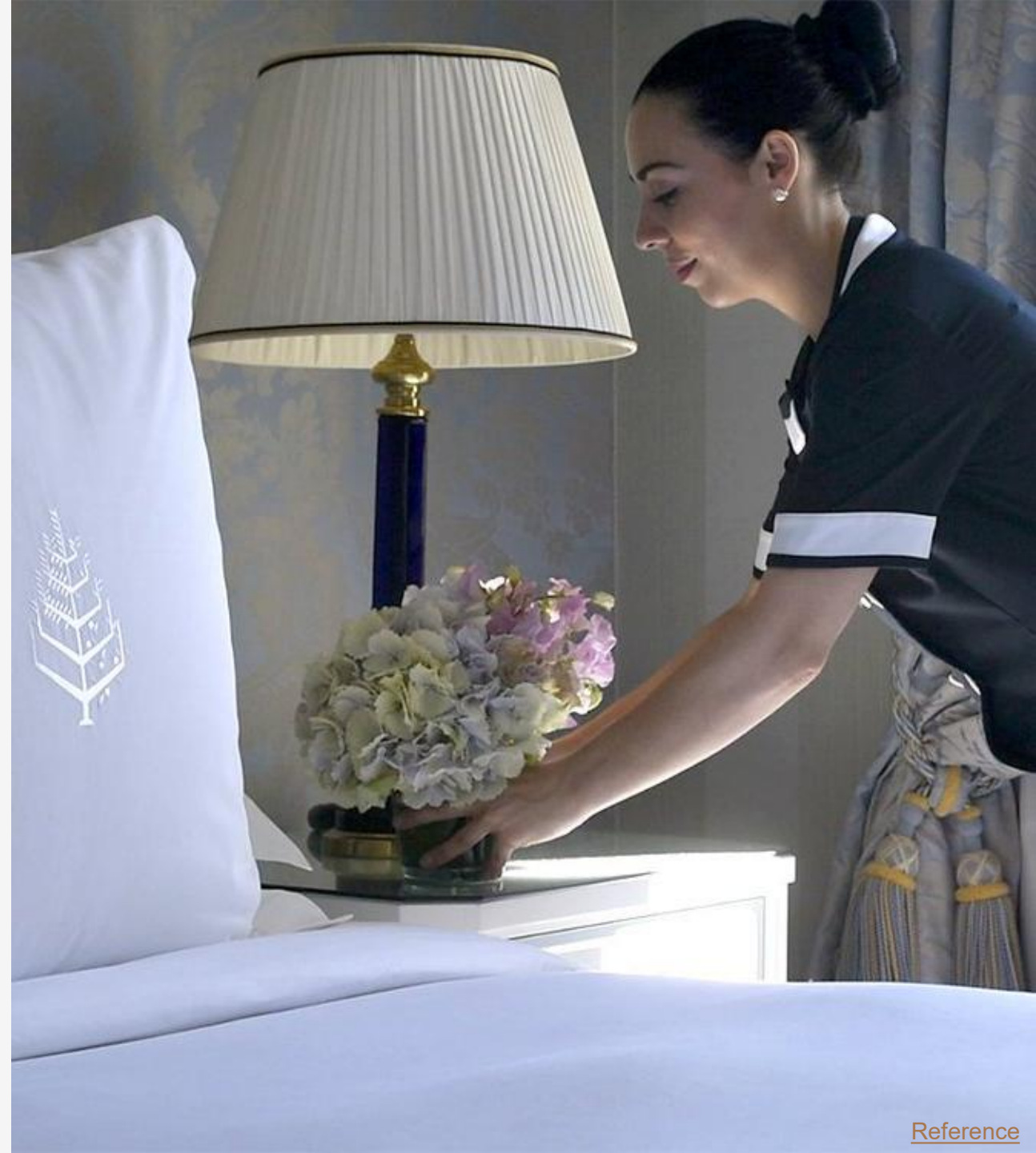
- **COST DEPARTMENT**
 - Can you name any cost department ?
- **REVENUE DEPARTMENT**
 - Can you name any revenue department ?
- **SUPPORT DEPARTMENT**
 - Can you name any support department ?
- **MANAGEMENT**
 - Can you name any decision makers in the hotel ?

**Housekeeping =
Back of the house department
&
Cost department**



HSK Responsibilities

1. **Cleaning**
2. **Maintenance**
3. **Aesthetics**
4. **Decoration**
5. **Flower arrangements**
6. **Linen and laundry**
7. **Maintain the hotel in good conditions**



HSK vs. Other departments

Front Office

Human Resources

Food & Beverage

Sales & Marketing

Housekeeping

Maintenance

Security

Accounting/Purchasing

Management

HSK & FO Relationship

The challenges their relationship faces usually happen because of:

- 1. Rooms not ready on time**
- 2. Changing room allocation**
- 3. Room move**
- 4. Late check-out**
- 5. Early check-in**

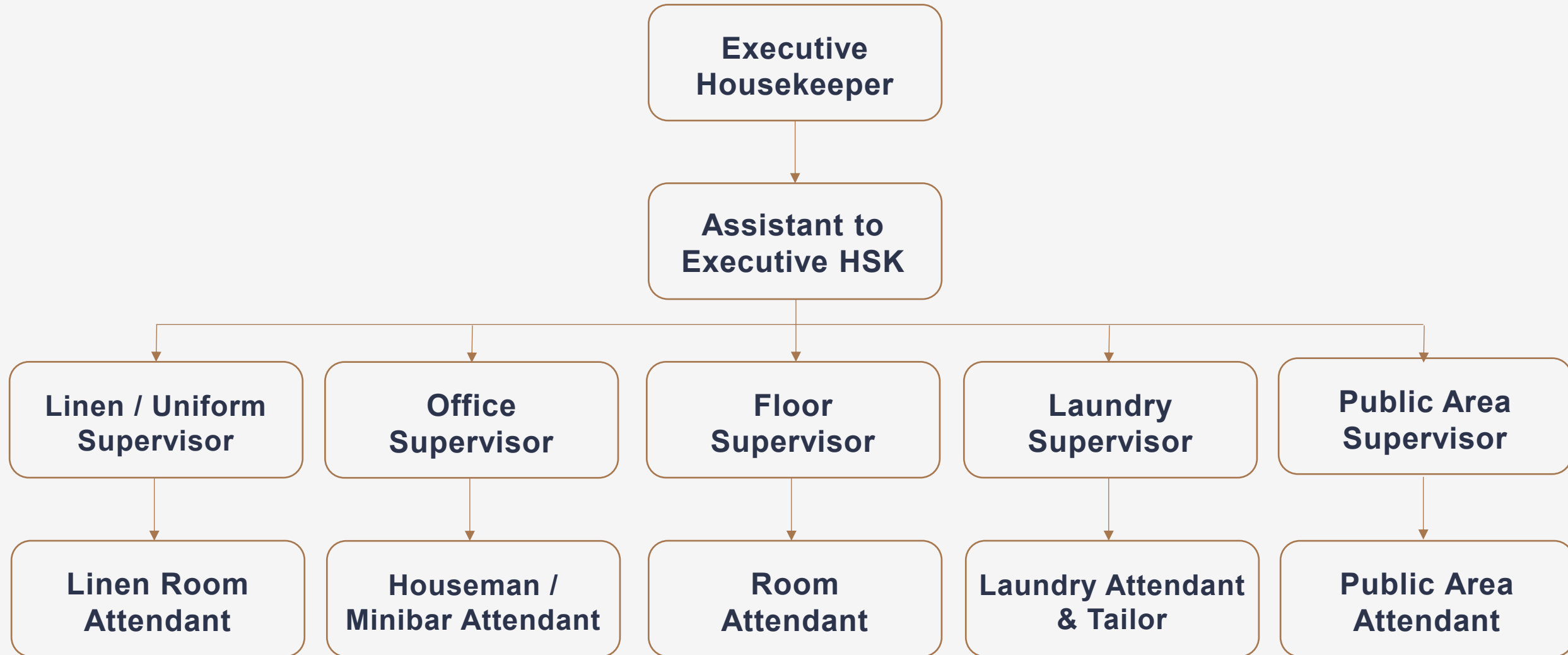


Housekeeping positions

1. Room attendant
2. Public area attendant
3. Laundry attendant
4. Houseman / Runner
5. Housekeeping Supervisor
6. Assistant to Executive Housekeeper
7. Executive Housekeeper



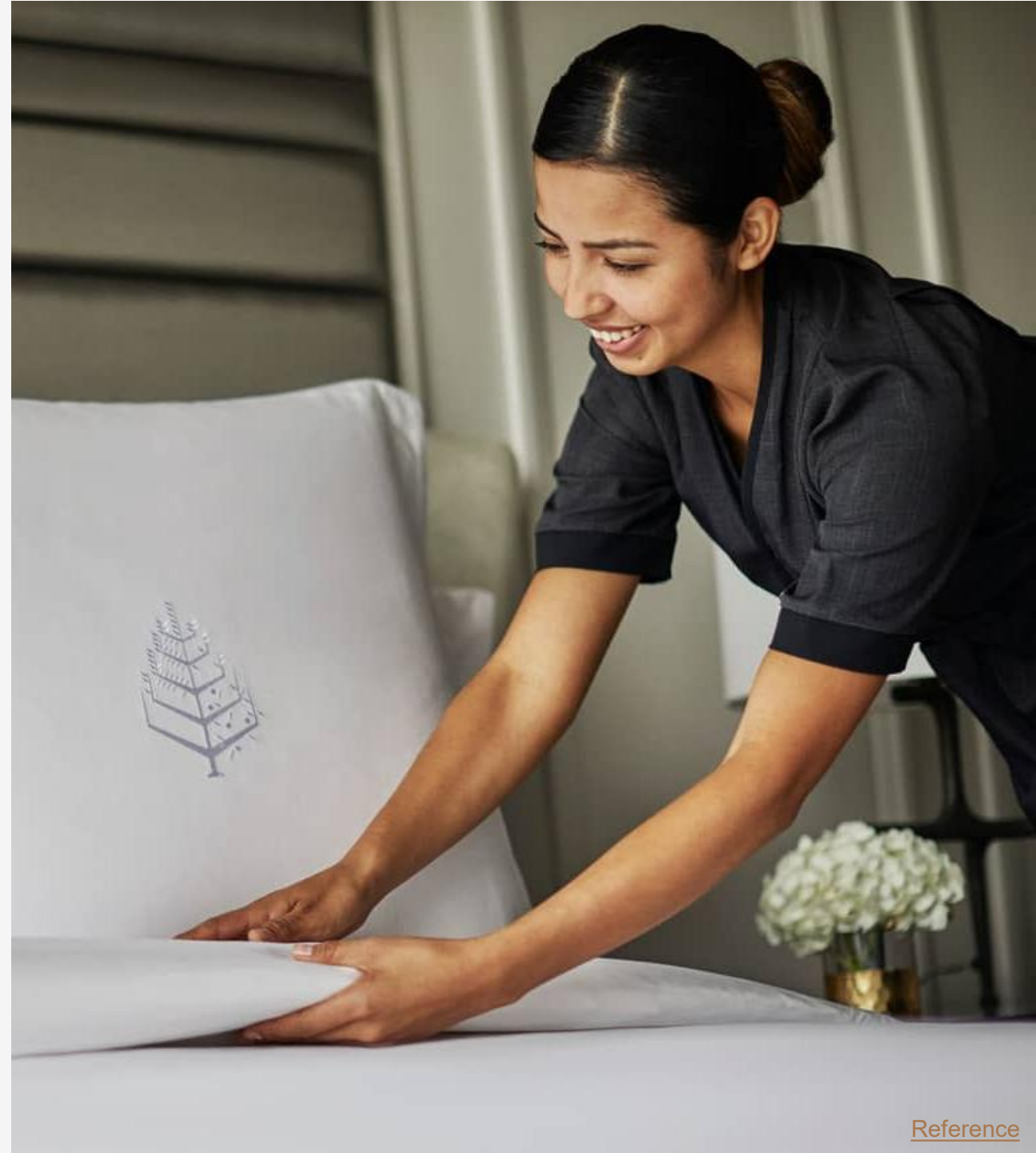
Organizational Chart



Room Attendant

Critical role in the hotel

- **Performs routine cleaning**
 - Guest rooms and bathrooms
 - Floor corridors
 - Floor storage units
- **Responsible for deep cleaning the rooms**
- **Reports to the Floor Supervisor**
- **Job description tailored to the specific need of each individual hotel**



Public Area Attendant

Maintains all the public areas in perfect conditions.

- **Areas to be covered:**

- Reception / Lobby and hotel entrance
- Public restrooms
- Outlets → Restaurants, bars, etc.
- Fitness center
- Business center
- Spa area (swimming pool, dressing rooms included)
- Surrounding areas, terraces and gardens
- Elevators





Public Area Attendant

- **Shifts usually from 6am to 11pm**
- **Some hotels ensure 24/7 shift coverage**
- **Adjusting the schedule according to the events report**
- **Challenging position (large area, small details present, permanent movement)**

Laundry Attendant

- Takes care of the hotel linen
- Stores and issues all the linen in use
- In charge of the linen inventory
- Verifies linen quality
- Responsible for the uniform inventory
- Washes employees' uniforms
- Gives out the clean uniforms
- Adjusts, sews and removes stains on uniforms and linen
- Washes and irons guest clothing
- Responsible for invoicing the guests



Houseman / Runner

- **Responsible for different working areas**
- **Has excellent knowledge of all other departments of the hotel**
- **Responsible for the stock control and inventory**
- **Organizes and fills up the housekeeping storages**
 - Main storage (centralized storage system)
 - Main floors storage (decentralized storage system)



Houseman / Runner

- **Uses the heavy equipment:**
 - Carpet shampooing
 - Mattress steam cleaning
 - Floor and marble polishing
- **Distributes the clean linen throughout the hotel**
- **Collects the dirty linen**
- **Performs deep cleaning in rooms and public areas**



Floor Supervisor

- **Room inspection**
- **Last person entering the room prior to the guests checking-in**
- **Manages the C/O-C/I and stayover rooms to be cleaned in the most efficient way**
- **Assigns daily duties to the team members**
- **Ensures the daily operations run smoothly**
- **In charge of the training of employees**
- **Responsible for stock management**
- **Evaluates the efficiency and the productivity of the team**



Executive Housekeeper

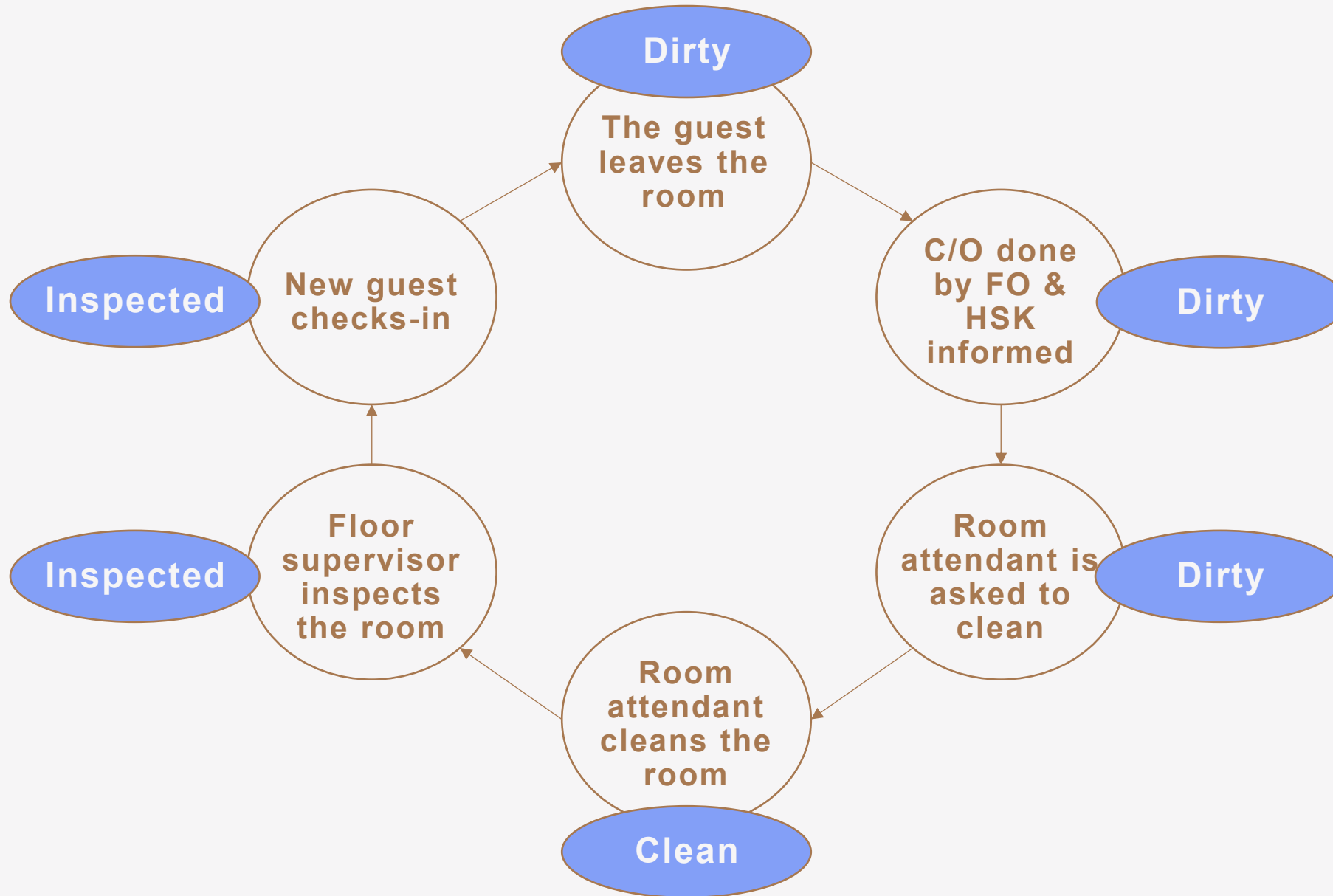
- Ensures guest expectations are achieved
- Controls costs
- hiring and terminating staff within the department
- Manages schedules
- Establishes and maintains department's organization and productivity
- Achieves the quality, service standards and procedures for HSK service
- Prepares the annual budget
- Responsible for the training, development and growth of employees
- Responsible for motivating the team

[Video](#)



[Reference](#)

Floor Supervisor is also in charge of the room status:





Housekeeping Department in summary



Video



Any questions ?



Thank you

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