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- Mukul Kaviya  
3rd Year

### PLANNING & ORGANIZING THE HOUSEKEEPING DEPARTMENT

Planning is the Executive Housekeepers most important management function. Poor planning can cause so many day to day problems. So, the Housekeeping is responsible for cleaning & maintaining so many different areas of the hotel. Planning should be done in a systematic manner to obtain set objectives. The step by step planning process can be different from one hotel to another hotel and different SOP may be in use across companies, but essential tasks are the same. Housekeeping planning should be done on paper and needs to be properly documented.

The documents required for planning are as follows:-

**Area Inventory List (AIL)-** Planning of the housekeeping department starts with the area inventory list, as it clears the tasks to be done in systematic way. As most of the hotel offers a large variety of rooms to guest so, AIL helps to create inventory list. While making a room for sale AIL also helps to make a systematic approach to work as it, smoothens the task and keep less chance of errors. E.g. Area within a guestroom may appear on an inventory list as they are found from right to left & from top to bottom around the room.

#### Frequency Schedule

It tells about the time things required to be clean also, frequency of cleaning. Items that must be cleaned on a daily or weekly basis become a part of a routine cleaning cycle and are included into standard work procedures. Other items which must be cleaned, monthly or less frequently are inspected on a daily basis but they become part of scheduled special cleaning.

#### Performance Standard

There are required levels of performance that maintain the quality of work that should be done continuously to the expectations of the property. The key to consistency in service is the performance standards which the Executive Housekeeper develops, daily inspections & periodic performance. Evaluation should follow up with specific on the job coaching & re-training. This ensures that all employees are consistently performing their tasks in the most efficient & effective manner.

#### Standard operating manuals-Job procedures

A job procedure specifies the way in which a task is to be performed. Job procedures should be used during induction and training sessions and ought to be incorporated into the department's procedure manuals. Updating job procedures is necessary as and when changes in equipment, cleaning materials, and so on, occur. They are most popularly called 'SOP's' or standard operating procedures.

• SOP's comprise the following information:

- > Equipment and materials required
- > Job to be done
- > Procedure of work
- > Safety factors
- > Time required to complete the job

• The goals in establishing SOP's are as follows:

- > To aid standardization
- > To help in training
- > To preserve surfaces and materials
- > To ensure the completion of a task successfully
- > To effect a saving on cleaning equipment and agents
- > To prevent accidents
- > To help in training
- > To ensure the completion of a task successfully
- > To aid the compiling of work schedules and help in



- Rachit Sharma  
3rd Year

### Guest Satisfaction in Housekeeping

Customer satisfaction is crucial to the success any business. No matter how innovative their product or competitive your pricing, if your customers are ultimately unhappy, they're not going to stick around which makes housekeeping a very vital part of the hotel.

Housekeeping is a department in the hotel industry that maintains cleanliness, hygiene & perfect ambiance in each and every sector except the kitchen. Housekeeping is also known as the backbone of the hotel industry. The hotel business depends on the guest. Housekeeping is the department that is perhaps responsible to bring back the guest to the hotel again and again. This is so because the guest wants personal recognition and the housekeeping department has ample scope to pay attention so to all guests, thus making them feel important.

Moreover, the housekeeping department is responsible for the maximum revenue generation for a hotel as the main product of the hotel is a room and rooms are the most perishable commodity in a hotel. This makes GUEST SATISFACTION extremely Important

To understand this, we need to understand the benefits of guest satisfaction

#### BENEFITS OF GUEST SATISFACTION

- **Increases Brand Loyalty:** Even after you do everything in your power to keep customers happy, it stands to reason they'll be more likely to stick around for the long term.
- **Boost Trust**
- **Attract Positive word of Mouth:** Consumers are naturally less inclined to shout about the good stuff you do, but if your customer satisfaction is high, you're well placed to reap the benefits of word-of-mouth marketing.



-Prashant Negi  
3rd Year

### FLOWER ARRANGEMENT IN HOTEL

A flower arrangement may be defined as the art of organizing and grouping together plant materials (flowers, foliage, twigs, etc.) to achieve harmony of form, colour, and texture, thereby adding cheer, life, and beauty to the surroundings. It is essentially a decorative piece and should be the centre of attraction. An arrangement can be composed of only flowers and/or foliage or in combination with vegetables and fruits. Flower arrangements have an ability to introduce a personal touch in an otherwise staid and impersonal hotel room. Arrangements can be used in lobbies, restaurants, suites etc. Guests appreciate flowers for the freshness they bring to the surroundings. Arrangements need not be reserved only for parties or special occasions. They can be used regularly depending on the season and the theme. The unconventional and dry material can also be used to make arrangements which are more economical and last longer.

Some essential flower arranging tools and supplies

- **FROGS-** It holds flower in the place, while also contributing to the beauty of the design
- **BRANCH CUTTER-** A basic branch cutter is necessary to prepare flower stems for conditioning
- **CLEAR TAPE-** Clear floral tape is useful in making grids on the





-Sharanya Dev Sawhney  
3rd Year

### Keys and their types

by: Saranya Dev Sawhney

A key can be defined as a necessity to open a specific kind of lock to a specific place. These play a very important role in the hotel industry as the guest security is of utmost importance to a hotel.

#### Operation of locks

All doors of the guests' rooms in hotels lock automatically when we close them. This is designed to offer maximum security. Inside on the doorknob, there is a small button which enables the guest to double lock the door from inside for maximum security. When the door is double locked small pin shows outside, then the hotel staff will not enter the room and treat the guest room as a double locked (d/l) room. Many hotels also have chains inside the rooms for extra security at night for the guests.

#### Types of keys

- Metal keys

The traditional locks which open with metal keys and heavy key tags are attached to them with hotel name and room no. Printed on the tags.

- Computerized key cards

In the modern days, computerized key cards have replaced traditional metal keys. These keys are programmed by computers and look like credit cards and are also known as card keys. They can have magnetic strips at the back of the key card, or some have punched holes which are programmed.

#### Categories of keys

- Guestroom keys

These keys are issued to the guest by the front office on arrival. The guestroom keys open a single guestroom but not the double-locked ones. Normally guest keys have heavy key tags to discourage them from taking it out of the premises.

- Master keys

These keys open the guestrooms that are not double locked and the four levels are: -

- Sub Master Keys/Section Keys:** - these are issued to room attendants, valets, room service waiters, minibar service staff. Usually, the key opens the door of a section of room on a floor only but not the double-locked ones. Section means 12-15 room as assigned by management to be maintained by one chambermaid/room attendant. Chambermaid/room attendant is expected to wear a gadget (waist belt) around their waist for the safety of the keys
- Floor Master Keys:** - these keys are issued to floor supervisors. This key opens the entire floor. It enables floor supervisor to supervise all the room which are not double locked. Floor supervisors will be issued more than one-floor master key if they are responsible for more than one floor.
- Pass Key/Master Key:** - this is generally issued to deputy housekeeper /assistant housekeeper. This key allows access to all the room in all the floors of a hotel which is not double locked. It enables assistant housekeeper to check any room at any time at random. This key at times can also be issued to floor supervisor in case they are responsible for many floors at a time.
- Grandmaster Key:** - this is the only master key which can open the room even if it is double locked. Opening a double locked door means interfering in guest privacy so managements consent is required to use this key. It can also double lock a room if access has to be denied. Due to the importance of the key, this is kept only with executive housekeeper, general manager and rooms division manager and security manager.

- Emergency key

This key is used very rarely only in emergency situations like fire, or when an employee is locked in the room. This key opens all the doors of the hotel which are double locked and can also double lock a room to restrict access. It is generally kept in hotel safe, or safety deposit box.

- Supply Keys

These keys are used storerooms, linen room, office where the cleaning agents and equipment's, important documents are stored.



-Shradhanshi Singh  
3rd Year

### Hotel Rooms

Inventory, the number of rooms available to distribute or sell across channels, is the most important aspect of your hotel business.

Any day if unable to sell a room, a chance to generate revenue is lost. For a guest, a room could mean privacy, comfort, cleanliness, convenience and security. For a hotelier, it's a source of revenue, like any other product offering. In order to realize the sales potential, hotel rooms need to be setup and defined properly, with each one highlighting the unique selling point (usp) or the offering. These days, hoteliers and managers can't offer just standard rooms for reservations.

#### Understanding room types

Different types of hotel rooms are defined to let customers know what they can expect.

#### Standard room types – small & medium-sized hotels

- Single room – 1 bed, 1 occupant
- Double room – 1 bed, 2 occupants
- Twin room – 2 beds, 2 occupants (can sometimes have joining single beds)
- Triple room – 1 double and 1 single bed, 3 occupants
- Quad/family room – 3 beds (1 double and 1 single), 4 occupants

#### Additional room types – boutique & big(ger) hotels

- Queen – 1 queen bed, 1 or more occupants
- King – 1 king bed, 1 or more occupants
- Suite/executive suite – a room with separate living space and/or multiple bedrooms

#### Other room types

- Apartments
- Accessible rooms
- Studio – a room with a studio bed or a sofa bed
- Murphy rooms – a room fitted with murphy bed
- Cabana – room adjoining with swimming pool

Hoteliers, especially the ones who own small properties, tend to come up with too many room types as they consider every room to be unique. While it's important to differentiate major room features, whether through descriptions or naming convention, it's also important to consider that a higher number of room types means that it will be harder to reach 100% occupancy and might be confusing to guests.

For a small property, and each room offers something unique, it makes sense to list each room as a different room type. However, for a bigger hotel it's better to not exceed 5 room types for optimal inventory management.

### Conclusion

Guests looking to book stays are as price-conscious as ever; but it doesn't mean prospective guests won't be likely to shed a bit more for a hidden gem!

If room types serve specific needs and allow guests to align with offering, more bookings coming in: While someone might want a boutique experience, someone else would look for a pool-facing room. The interior and amenities play a huge role, and content should take into account all usps.

The right classification of rooms lets guests see the different personality and character in every room. Defining specific but comprehensive room types are the best way to pique interest among prospects, and allows them to take a look at what is being offered.



- Mukul Goel  
3rd Year

Different types of surfaces in a normal hotel

In a hotel, whether luxurious or budget, one can find different types of surfaces. Considering the functioning of a hotel, different areas have different surfaces. Giving the properties of the material the surface is made from, there are different maintenance and up-keep processes for different materials.

**Metals**

Metals form the whole part of many fixtures, fittings, and items of furniture. One can easily find the metals namely silver, steel, copper, brass, bronze, aluminum, and iron. Metals are exposed to risks like tarnishing, scratching, rusting, and many more. For countering the same, various types of protective finishes are executed on the metals. Some of those finishes are: Painting, Electroplating, Galvanizing, Anodizing, Tin-plating, Plastic coating, etc.

**Glass**

Glass is a transparent, lustrous, and brittle material made from silica or sand. In a hotel, you may find the use of glass in the making of windows, furniture, vases, lightening fixtures, tableware, kitchenware, etc.

There are different categories of glass. On the basis of constitution and properties, glasses are classified into three parts namely, soda-lime glass, lead glass, borosilicate glass, etc. And on the basis of use and form, the classification is increased by more than 5 types, flat glass, fiber glass, Obscured glass, hollow glassware, Safety glass, cut glass, etc.

**Cleaning process for chandeliers:** In a royal palace hotel, chandeliers add up to that beauty of a particular area. Their cleaning is a herculean task in itself as cut-glass chandeliers are delicate and expensive. A chandelier is dismantled, and each of its pieces are cleaned with synthetic detergent mixed with lukewarm water.

**Ceramics**

Ceramics are made from sand and clay. For the manufacturing process, different types of sand and clays are mixed together. In a hotel, ceramics are used in the making of sanitary fittings, vases, floor tiles, cooking utensils, and crockery. Earthenware, Porcelain, Bone China, and stoneware, etc. are different types of ceramics to name a few.

As they are easily crackable, the cleaning process is delicately executed. For the same, a neutral synthetic detergent solution is used and furthermore, the article is rinsed in water and dried.

**Wood**

Wood provides the hotel with a lavish look that can please the eyes of its customers. It's a hard, fibrous, and porous material. As far as classification is concerned, wood is classified in four parts, namely Solid Woods, Wood boards, Woven stems and Cork.

The wood is exposed to the threats like water absorption, fungal attacks and pests infestations. Therefore, protective treatments are executed on wood to counter these threats. The wood is provided with the protection of Beeswax, varnish, lacquer and oil in order to increase its shelf-life.

**Stone**

Different articles in a hotel are made from stone namely tabletops, countertops, ashtrays, decorative idols, etc. Majorly, different types of stones are used as for flooring finishes and external wall surfaces. One can find natural stones like marble, sandstone, granite, quartzite, slate, etc. in the hotel premises.

For the cleaning purpose, detergent and hot water is the great option. On the other hand, abrasives may be used in order to remove stains.

**Conclusion**

We can conclude that different surfaces in the hotel premises and guest rooms gives an aesthetic appeal to the overall décor of the hotel. Yes, the maintenance processes are time and effort consuming, but in the end, its worth it.



- Dikshant Raj Singh  
3rd Year

## ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION

### NEWSLETTER

The Housekeeping department takes pride in keeping the hotel clean and comfortable, so as to create a 'Home away from home'. The aim of all accommodation establishment is to provide their customers with a clean, attractive, comfortable and welcoming surrounding that offer value for money. Nothing sends a stronger message than cleanliness in a hospitality operation. No level of service, friendliness or glamour can equal the sensation a guest has upon entering a spotless, tidy and conveniently arranged room.

Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area, and surroundings. A hotel survives on the sale of room, food, beverages and other minor services such as the laundry, health club spa and so on. The sale of rooms constitutes a minimum of 50 percent of these sales. Thus, the major part of the hotel's margin of profit comes from the room sales, because a room once made can be sold over and over again.



## HOUSEKEEPING THE BACK BONE OF THE HOTEL INDUSTRY

We all love to travel, stay in 5 star hotels and go to fancy restaurants, but have you ever thought about who is keeping the your hotel room clean, or how when you leave the room dirty with clothes laying around and suddenly find a clean and managed room when you come back after a tiring day of adventure. When we visit any hotel we are looking at the front liners, the front desk, wait staff, etc. but what in fact is keeping the hotel running is the housekeeping department. If you are asking how? Well first ask yourself this, will you stay in hotel where the rooms smell or have a layer of dirt piled up everywhere? No right, that's where the housekeeping department steps in their job is to create a comfortable experience for their guest. They overlook laundry and maintain the cleanliness of the entire Hotel. Except Kitchen areas, they are in charge of the flower arrangements and making the hotel presentable. The best hotel is the one which has a good housekeeping department. So yes indeed housekeeping department is the backbone of the hotel industry, if you ask me, because without them a hotel wouldn't be the same, so the next time you visit a hotel makes sure to thank the housekeeping staff for making your experience comfortable and better. The housekeeping department and their can do spirit and relentless hard work is the reason for our amazing hotel stays.



Many people look down on the housekeeping department and are not educate on its aspects and importance, but without this department a hotel will surely not be complete. Think of it this way housekeeping department is the glue that holds the hotel together, from tending to the rooms, to maintaining the common areas like lobby and banquets, and taking care of the entire hotels laundry, the housekeeping staff is underpaid and overworked and do not get the respect they deserve. Its high time to enact change brings about awareness and educate ourselves and give the department the due respect they deserve. So if you are a fellow hotelier, make sure the people around you know how much work goes into a hotel by every department to make their stay comfortable and nice. Make sure that you as a hotelier are proud to be one and do everything in your power to make your hotels guest happy and satisfied.

BY: RHIDYA GUPTA  
ROLL NO:- 1941113141



# 5 "S" of Housekeeping

BY Piyush Poptani  
3rd Year



-Ayushman Singh  
3rd Year

**HOW TO GET BETTER HOUSEKEEPING**

**HOUSEKEEPING**  
In the occupational setting, housekeeping refers to the routine cleaning and organizing of the workplace.

**HOUSEKEEPING**  
Housekeeping refers to the management of duties and items related to the running of a household, such as cleaning, making, buying, and bill payment. These tasks may be performed by members of the household, or by other persons hired for the purpose. This is a term used only for the cleaning aspect.

**TYPES OF HOUSEKEEPING**  
There are two types of housekeeping: **Mechanical and Chemical**. Mechanical housekeeping is characterized by its use of mechanical cleaning technology such as vacuums, steamers, and floor care.

**AREA CLEANING AND CURRENT TRENDS IN HOUSEKEEPING**



-Vaishali Kaushik  
3rd Year

## Housekeeping in the hotel industry: Trends & opportunities



The hospitality industry is a service-oriented industry where guest experience and satisfaction are uncompromisable. Therefore, it is quite important that high standards are maintained in terms of safety, security, cleanliness & hygiene to provide the highest level of customer satisfaction. And, this puts a great amount of responsibility on the shoulders of housekeepers in the hotel industry. *By Reetha Thomas.*

The housekeeping department is vital for the overall success of a hotel as it not only enhances each and every element of the hotel's 'face' but is also the highest revenue generator. With advancements in technology and modernisation, the face of housekeeping has changed and is no more considered to be a back-of-the-house department of the hotel. Housekeeping department ensures the cleanliness, safeguarding and aesthetic entreat of the hotel. However, with the passing time, housekeeping services are increasingly becoming scientific and mechanised and technology has brought a substantial change in efficiency and product quality in the housekeeping department as it leads to a reduction of manpower and time. Earlier, the housekeeping department was considered responsible only for maintaining basic cleanliness and maintenance of the property and very less emphasis was laid on analysis-reports, software, training of staff related to the latest happening in the field of housekeeping. However, in the last few years, a lot of focus is being laid on creativity, innovation, training, use of the latest equipment and technologies and software in the housekeeping sector. Some of the latest trends pertaining to housekeeping department are as follows:



**Go Green**  
Going green is the latest trend and housekeepers are using eco-friendly amenities, commodities to conserve water and energy. With the focus progressively on responsible

tourism and green practices, there is much more to being ecologically friendly than reusing sheets and towels. For example, the energy management system in the hotel helps to analyse data from major energy-consuming appliances like compact fluorescent lamps and ceiling motion sensors are used in meeting rooms, conference rooms, and public areas to reduce energy waste.

**Technology savvy housekeeping**  
Most of the hotels are investing heavily in information technology (IT) infrastructure and networking that deploys the latest technical advances in their operations. New technologies like Wi-Fi (wireless fidelity), radio frequency identification, GPS (global positioning system), VOIP (voice over internet protocol), handheld communication devices and WLAN (wireless local area networks) are developing rapidly. Also, the adoption of products like air purifiers, remote curtains, 8-10 inch mattresses for ultimate sleep experience, high thread count linen, plush pillows, shower exfoliate, and bathbub combinations, branded amenities, bath salts, aromatherapy products & aromatiser has accelerated. Many types of software having comprehensive housekeeping applications are being used today in the hotels. With the help of technology, the customer's involvement in service delivery has been increased.

**Outsourcing of services**  
Housekeeping is a labour-intensive department and most of the hotel chains perceive outsourcing as an effective business strategy. Outsourcing proves to be the best solution for many specialised tasks as it is highly cost-effective and is a good business strategy to meet the demands of hotel standards. It also helps in reducing manpower-related issues like filling the gap due to attrition of manpower, unavailability of suitable personnel & trained manpower. However, retaining employees in the hotel industry is a major challenge due to long work schedule, less compensation, physically demanding tasks, high pressure environment, and uncomfortable work culture. Generally, people say housekeeping job is a thankless job which results in low morale of the employees. Therefore, housekeeping sector needs to focus on formulation and implementation of dynamic retention strategies to reduce the employee turnover. In this scenario, training and motivating employees is a fundamental tool to stabilise new staff.

**Conclusion**  
Housekeeping is not only about ensuring cleanliness but also consistently maintaining the upkeep of the hotel by adopting innovative trends and practices in housekeeping. Therefore, to stay ahead of the curve, unique and advanced technologies must be incorporated in hotel.

What are the 5S? 5S is amongst the first and fundamental steps implemented by an enterprise towards the path of implementing Total Quality Management and continuous improvement at the operation level. 5S is a process designed to organize the workplace, keep it clean, maintain effective and standard conditions. It instils the discipline required to enable each individual to achieve and maintain a world-class environment. It was invented in 1972 by Henry Ford in the United States as the CANDO programme: Cleaning up, Arranging, Neatness, Discipline and Ongoing improvement. The technique was popularized as 'Japanese 5S' in 1980 by Hiroy. Many enterprises have practiced the 5S and derived significant benefits from it. In particular, this technique has been widely practiced in Japan. Most Japanese 5S practitioners consider 5S useful not just for improving their physical environment, but also for improving their thinking processes too. In Japan it is also called 'workplace management'.

What is the meaning of 5S? 5S is the acronym for five Japanese words: Seiri, Seiton, Seiso, Seiketsu and Shitsuke and they represent the five steps for a systematic technique for good housekeeping as indicated in the table below:

Seiri (Sort)	Distinguish between necessary and unnecessary items. Remove the latter
Seiton (Set in order)	Enforce the dictum 'a place for everything and everything in its place'.
Seiso (Shine)	Clean up the workplace and look for ways to keep it clean.
Seiketsu (Standardize)	Maintain and monitor adherence to the first three Ss.
Shitsuke (Sustain)	Follow the rule to keep the workplace 5S-right. Hold the gain.

Why do we practice the 5S? The general concept of the 5S is that they are intended to eliminate waste (Osada, 1993). Working in disorder is neither productive, nor safe. 5S is a simple and practical method to instil a quality culture at the work place. It is relatively easy to undertake, and requires minimal additional resources. The first and small investment made in time and effort pays off in a much bigger manner when the results are realized and maintained. Among the main benefits of implementing 5S are: the workplace becomes cleaner, safer, well-organized and more pleasant floor space utilization is improved workflow becomes smoother and more systematic and non-value added activities are reduced; time for searching tools, materials and document is minimized; machine breakdowns are reduced since clean and well-maintained equipment breaks down less frequently and it also becomes easier to diagnose and repair before breakdowns occur, therefore extending equipment life; errors are minimized leading to making defect-free products; consumables and material wastage are minimized; the morale and satisfaction of employees improves; and the productivity of the organization improves together with the quality of products and services.



How to implement 5S? An ITC diagnostic tool is included in Annex I to enable you to assess and score the implementation of your 5S. It would be advisable to start the implementation with one selected area in the organisation and then after getting positive results to extend gradually to other areas. However for effective implementation, it would be important to: sensitize management and all employees concerned about the importance and benefits of 5S and get their commitment; conduct a status audit with photographs 'as is state'. The diagnostic tool given in the appendix may be used; measure throughput, time in materials handling, floor space, flow distance, rack storage, engineering cycle times, annual physical inventory time, and defect ratios before and after the 5S implementation. develop an implementation plan, with clear responsibilities and deadlines, in consultation with management and all employees concerned; implement the 5 S plan; take photographs after the implementation and assess the difference; share the experience and extend the implementation to other areas; conduct periodic 5S Internal Audits with ratings to monitor progress. Several companies have introduced annual 5S awards where efforts of work teams are recognized and rewarded.

**HOUSEKEEPING**  
and its related areas

Housekeeping refers to the management of duties and items involved in the running of a household, such as cleaning, making, buying, and bill payment. A housekeeper is a person employed to manage a household and the domestic staff. Before a house can be cleaned, it first needs to be set up. This is an organization process that can include activities such as picking up toys, clothes, books or all the floor. Also organizing items on bookshelves and other and getting them in their correct place. Without taking this, you can't begin proper cleaning. After a house can be cleaned, it first needs to be set up. This is an organization process that can include activities such as picking up toys, clothes, books or all the floor. Also organizing items on bookshelves and other and getting them in their correct place. Without taking this, you can't begin proper cleaning. One of the housekeeper's other tasks is to make, wash, and pack up laundry items. While housekeeping can be seen as a repetitive activity that can be done by either men or women, some people have argued that housekeeping is a mix of mechanical and general cleaning between men and women (1). Housekeeping also has a role in maintaining other parts of the workplace including the division of labor and work life, as well as including both men and women.

**Area cleaning and current trends in housekeeping**

"Some people look for a beautiful place, others make a place beautiful."  
- Nagar Indrajit Khon

**Focus on Area Cleaning:**  
Public area cleaning is the most important and challenging task for hotel / hospitality housekeeping. Since most of the public areas are highly traffic areas, housekeeping maintains a daily cleaning schedule for these areas at night and regular cleaning and maintenance during the day time.

**The daily cleaning tasks involve:**

- Public area cleaning of carpet, paper bins and ashtray
- Floor arrangements should be done daily
- Chair surface and window to be cleaned daily
- Doors and door handles to be dusted and cleaned daily
- Any stain on the carpets and upholstery should be cleaned immediately
- Ward floor should be mopped regularly

**Current Trends:**  
Today, the housekeeping department has assumed responsibility only for maintaining basic cleanliness and maintenance of the property and very less emphasis was laid on analysis-reports, software, training of staff related to the latest happening in the field of housekeeping. However, in the last few years, a lot of focus is being laid on creativity, innovation, training, use of the latest equipment and technologies and software in the housekeeping sector. Some of the latest trends pertaining to housekeeping department are as follows:

- Going green in the hotel and housekeeping are some (eco-friendly) amenities, commodities to conserve water and energy
- Investing heavily in IT, infrastructure and networking that deploys the latest technical advances in their operations, including equipment modernization

Therefore, housekeeping is not only about ensuring cleanliness but also consistently maintaining the upkeep of the hotel by adopting innovative trends and practices in housekeeping.

# HOME MAKER



-Priyanshu Singh  
3rd Year



BY: Hritesh kumar

**Homemaking** is a mainly American and Canadian term for the management of a home, otherwise known as housework, housekeeping, or household management. It is the act of overseeing the organizational, day-to-day operations of a house or estate, and the managing of other domestic concerns. A person in charge of the homemaking, who is not employed outside the home, in the United States is called a **homemaker**, a term for a housewife or a househusband. The term "homemaker", however, may also refer to a social worker who manages a household during the incapacity of the housewife or househusband.

Homemaking can be the full-time responsibility of one parent, shared with children or extended family, or shared or traded between spouses as one or both work outside the home. It can also be outsourced partially or completely to paid help. In previous decades, there were a number of mandatory courses for the young to learn the skills of homemaking. In high school, courses included cooking, nutrition, home economics, family and consumer science (FACS), and food and cooking hygiene.

### WHO IS CALLED A HOMEMAKER?

A person in charge of the homemaking, who is not employed outside the home, in the United States is called a homemaker, a term for a housewife or a househusband. The term

"homemaker", however, may also refer to a social worker who manages a household during the incapacity of the housewife or househusband.

### IMPORTANCE OF HOMEMAKING

Homemakers create stability by being present in the family home and keeping that home organized and running smoothly. A stable family is a requirement for children to feel safety and security. A welcoming and loving family helps a child feel that he belongs and has value as a person.

### ROLE OF HOMEMAKING

A housewife (also known as a homemaker) is a woman whose work is running or managing her family's home—caring for her children; buying, cooking, and storing food for the family; buying goods that the family needs for everyday life; housekeeping, cleaning and maintaining the home; and making, buying and/or mending.

### QUALITIES OF HOMEMAKER

- Patience. Being patient with everything and everyone that comes into your home
- Compassion. Having compassion for others and modelling this behaviour for your children (maybe even your husband).
- Thankful.
- Joyful.
- Polite. ...
- Gentle. ...
- Wise. ...
- Humble.

### ASPECTS OF HOMEMAKER

1. CLEANING
  2. COOKING
  3. DOING THE LAUNDRY
- Scheduling and overseeing property maintenance. Coordinating other household management activities. Caring for children.

## Supervision in Housekeeping

NEWSLETTER

Good supervision leads to efficient work using the correct cleaning agent, equipment, and procedures. Good supervisors will themselves have through, up to date. The housekeeping department usually has the following supervisory position:-

- Floor supervisor
- Public area supervisor
- Linear room supervisor
- Uniform rules Supervisor
- Night supervisor
- Control desk supervisor
- Laundry supervisor

General duties of a supervisor:  
The general duties responsibilities of supervisor are as follows:-

- To ensure that staff are aware of their hours of work and that they adhere to the planned duty Roster.
- To instruct the staff in cleaning routine and schedules.
- To regularly fill up the cleaning and maintenance checklist and inventories after a complete physical check.
- To co-ordinate with the maintenance department for any maintenance work required in guest room or public areas.
- To inspect and record room status regularly and co-ordinate with the reception desk.






JUNAID AHMAD  
{3<sup>RD</sup> YEAR}

- Packaging
- Storage and deterioration
- Cost



### CLASSIFICATION OF CLEANING AGENTS

Cleaning agents are normally water solution that might be acidic, alkaline or neutral depending on the use. Cleaning agents are classified according to the principle method by which soil or stains are removed from the surface. This will be determined by their composition. The principle classes are:

- **Water**- Water is the simplest cleaning agent and some form of dirt will be dissolved by it, but normally it is a poor cleaning agent if used alone. It becomes effective only if used in conjunction with some other agent, e.g. a detergent.
- **Detergents**- Detergents are those cleaning agents that, when used in conjunction of water loosen and removes dirt and then hold it in suspension so that the dirt is not re-deposited on the cleaned surface.
- **Abrasives**- The cleaning action of abrasives depend on the presence of fine particles which when rubbed over a soiled hard surface, dislodges the soil, removes tarnishing and surface scratches from metal surfaces.
- **Degreasers**- They usually consist of strong alkalis, which can dissolve proteins and emulsify and disperse grease and similar substance. They are based on caustic soda or sodium metasilicate. Sodium carbonate (washing soda) can also be used. They are basically used as stain removers and for clearing blocked drains, cleaning ovens and other industrial equipment. Extreme care should be taken in their use as they have high pH.
- **Acid cleaners**- cleaning agents with acidic properties react with water-soluble chemical deposits to produce water-soluble salts. Acids dissolve metals and are hence used to remove metal stains such as water stains in baths, hard water deposits around taps, tarnish on silver, copper and brass, etc.
- **Organic solvents**- These are chemicals that dissolve fat, oil, grease, wax or similar compounds from different surface, e.g. methylated spirit, white spirit (turpentine substitute), carbon tetrachloride.

### CLEANING AGENTS

A cleaning agent removes or assists in removing or removes physically or chemically any soil from the surface. Dust being composed of loose particles, is removed comparatively easily by the use of various piece of equipment; dirt, however, owing to its adherence to surfaces by means of grease or moisture requires the use of cleaning agents as well as equipment if it is to be removed efficiently; and a knowledge of different types is important so that deterioration of surfaces is prevented.



### CHOICE OF CLEANING AGENTS

With a variety of cleaning agents in the market, the housekeeper should remember that a great deal of time, effort and money can be wasted by wrong choice as well as possible deterioration of articles and surfaces. Cleaning agents are chemicals and the housekeeper should have some knowledge of cleaning science if they are to be chosen and used correctly. The following points maybe taken into consideration when choosing cleaning agents; -

- Composition
- Ease of use
- Saving of time and labour
- Possible damage to surface
- Toxic or irritation to skin
- Smell
- Versatility

- Aditi Gupta  
3rd Year

-Sahil Gautam  
3rd Year

15/10/2021

## IMPORTANCE OF HOUSEKEEPING IN THE HOTEL INDUSTRY



The aim of the Housekeeping Department of the Hotel Industry 'Creating a home away from home'. The Housekeeping Department takes immense pride in maintaining the utmost standards of cleanliness and quality. The target of all accommodation establishment is to offer their clients with hygienic, pleasant, serene and welcoming surroundings that offer complete value for client's money.

Housekeeping makes client's hotel experience an enjoyable one!

Nothing attracts customers more than a spick and span hotel environment. No standard of service, courteousness or glamour can equal the happiness a customer has upon entering a spotless, clean and conveniently arranged room and amenities. Management and guests both agree that maintaining a clean and tidy room environment is a pre-requisite to command a fair compensation and get repeat business, hence, creating a loyal customer base and increased profits.

### How Important is Housekeeping?

Housekeeping is an important department of the hotel industry especially responsible for cleanliness, aesthetic upkeep of the rooms, maintenance, public area, back area and surroundings. After cleanliness and quality of the rooms and services, a hotel solely survives on the sale of rooms, food, beverages and other minor amenities and services, for instance, health club, gymnasiums, relaxing spas etc.

The sale of the rooms and services constitute a minimum of 50% of all sales, making it a major constituent of the hotel's margin of profits. Now, the effort and hard work that the housekeeping department makes in giving their clients a desirable experience often has a direct bearing on the guest's stay in the hotel. Hotel rooms and suites are the heart of a hotel. And the housekeeping department not only prepares tidy and comfortable guestrooms on a regular basis for arriving clients, but also cleans and maintains a certain quality of rooms in a hotel so that the surroundings look as fresh as new and attract customers to stay longer or choose the services again in future.

Thus, Housekeeping is an ancillary department that is committed to devoting its services in a huge way towards the overall reputation and success of the hotel industry.

It is often said that the job of housekeeping department is a well-rounded operation that tirelessly works for a time frame of 24 x 7 x 365. Other than the hotel industry, professional housekeeping personnel are highly in demand in cruise liners and luxury settings. Since several such organizations prefer to outsource housekeeping functions, contract housekeeping is becoming an extremely popular choice these days.

### Golden rules of the Housekeeping Department

- Always achieve the maximum possible efficiency in ensuring the comfort of clients and in smooth sailing of the guest's stay.
- Always establish a comforting and soothing atmosphere and ensure reliable and courteous services from all other staffs of the department.
- Always ensure utmost standards of cleanliness and general upkeep in all areas that befall on the shoulders of the housekeeping department.
- Always honour the idea that the hotel guest is your guest, and the hotel room is your own home. Have a sense of pride in hosting the client and make him feel welcome at all times.
- Always ensure that all required safety and security guidelines are met for the client's satisfaction.
- Always provide clean linens and maintain the inventory for the same.
- Always provide the necessary uniforms for all the staff and maintain adequate reserves for the same.
- Always cater to the laundering requirements of the guests and maintain the décor of the room to the best standard.
- Always coordinate renovation and refurbishing of the hotel property in accordance with the rules provided by the management and interior designers.
- Always ensure a good working relationship with other departments.

Housekeeping management, thus, is at the core of all vital hotel operations and can make the difference between a beloved hotel and one that guests are unlikely to visit again.

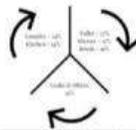


## What & why energy conservation?

WRITTEN BY ADITI GUPTA

The careful use of natural resources like energy and water to prevent them from being lost or wasted in future. The major space in hotel is devoted to guest rooms and corridors. Number and variety of ways to conserve energy in these areas are startling. Although the energy conserved in one room or corridor doesn't seem significant, but when multiply by 100 or so rooms, it does become significant.

Energy water consumption sheet



How can you conserve?

- REDUCE
- REUSE
- RECYCLE

## ROLE OF EDUCATION

- Hotel staff should be aware of the concern regarding the consumption of the energy.
- Energy conservation guidelines should be thoroughly to the hotel staffs.
- Guidelines on DOs and DONTs should be clearly mentioned.
- Supervision of every steps regarding conservation is really important.
- Proper training and education of staff on energy and water conservation should be done promptly.

I asked some of the hotel's staff to share their tips on how to conserve energy and water.

## HOW TO CONSERVE ENERGY

- Turn off guest rooms lights when rooms aren't physically occupied.
- Use minimum lighting when making up and cleaning rooms.
- Turn off corridors lights or Reduce it to 50% when natural light is available.
- Turn off lights in linen room, storage room and maid's closet when not in use.
- Check your areas for light level. Reduce number of lights if possible. Use lower wattage bulb whenever possible.
- Have lamp shades cleaned at once. Bulb gives more light with clean lampshades
- Keep walls and ceiling walls cleaned for better light reflection.
- Switch off music and TV sets when rooms

- are not physically occupied.
- Turn off HVAC system when rooms are not physically occupied.
- Report any water leaks immediately.
- Keep windows closed and curtain on. The ingress of hot air in summer and cold air during winter contribute to very large waste or energy.
- Minimize use of lights during night cleaning.

## 5 TIPS FOR GOING GREEN AT YOUR HOTEL

SMALL STEPS TO MAKE A BIG IMPACT

**CONSERVE WATER**  
Use water wisely. Turn off faucets, showers, toilets and laundry machines. Use front- and back-loading dishwashers. Participate in programs for guests to participate in water-saving measures.

**REDUCE WASTE**  
Recycle paper, plastic, glass, metal, and food. Recycle your own waste. Use reusable containers for food and drinks. Use reusable bottles for water.

**SAVE ENERGY**  
Switch to energy-efficient lighting and use energy-saving appliances. Use energy-efficient refrigerators and freezers. Use energy-efficient air conditioning and heating systems.

**BE FOOD SAVVY**  
Eat locally sourced, organic, and seasonal produce. Choose local produce. Buy local produce. Buy local produce. Buy local produce.

**BUILD SMART**  
Use energy-efficient building materials. Use energy-efficient building materials. Use energy-efficient building materials.

**START SMALL**  
The little things make a big difference. Start with small changes. Start with small changes. Start with small changes.



-Harshit Bhatia  
3rd Year

## Uses of Computer in Housekeeping Department



Computers are now being used in many housekeeping departments for rooms management, inventory control, linen management, and so on, to varying extents. Many software packages are now available in India that provides specific applications for housekeeping operations.

Computers can now be linked to the telephone system in each guestroom. This technology greatly reduces the cost of individual wiring in each guestroom.

### Computers are used in Housekeeping for:-

1. Rooms Management
2. Forecasting GRA Requirement
3. Housekeeping History & GRA Performance
4. Stock Control
5. Housekeeping Records
6. Work Methods
7. Files

8. Word-Processing
9. Planning System
10. Energy Saving

#### Rooms Management

- Arrival and departure as well as occupancy figures.
- Occupancy Forecast
- V.I.P. and other special arrivals.
- Guest history and other special requests (e.g. Bed boards, vases, flower arrangement, disabled facilities, etc.)
- Out of order record giving reasons (e.g. redecoration, maintenance problem, etc.)
- Room change (when a guest moved from one room to another) and also the room type change.
- Complimentary or staff room.
- Rooms sold for various purposes (special) and room arrangement thereof e.g. interview rooms.
- Inter-Connecting rooms sold for friends or in a family plan.
- Sleep-out (where the guest has slept out).
- Walk-out (confirmed reservation guests walk out to other hotels).
- Overstays (where the guest who was supposed to be leaving has decided to stay on).
- Occupancy status of the room and the number of persons in the room.
- V.J.N. in the house.
- Clear rooms required on priority.
- Sick guests if any.
- This information will mostly be in a two-way flow from the reception to the housekeeping and vice versa.
- From the housekeeping side, the information may be fed into the computer from the keyboard.
- If the computer is linked to the telephone system, information on room status may be dialed indirectly by the floor supervisor.

#### Forecasting GRA's Requirement

Computers may be used to forecast the total number of GRAs needed each day in the future, based on the current in-house occupancy and staffing and the expected arrivals/departures over the forthcoming period. These can forecast staffing requisites up to 365 days in advance, given the right inputs.

#### Housekeeping History and GRA's Performance

It is possible to measure the performance of each GRA by tracking the estimated clean time and the actual clean time, as well as the variances. Store supervisors use the intercom in the room to mark the room as 'ready for guests', the computer can also store the time at which the supervisor finished the inspection.

#### Stock control

All types of housekeeping stocks may be controlled by a computer including:

- Linen Inventories
- Cleaning Agents
- Cleaning Equipment
- Uniforms
- Guest Supplies
- Soft Furnishing
- Bedding
- Spare carpets and curtain/upholstery fabric etc.
- By keeping efficient stock control, purchases and budgeting will be made easier and information on stock levels etc. will be readily available.

#### Housekeeping Records

- All the housekeeping records may be kept on the computer. For example,
  - Room type with standard content, design and color scheme;
  - Housekeeping items' purchase details like
    - Name of supplier
    - Date of purchase
    - Cost of items,
    - Problems if any,
    - Method of cleaning, and
    - Maintenance.

#### Work Methods

These should be identified for use in training periods or where special cleaning operations are carried out.

#### Files

Computer files take the place of traditional files reducing the need for filing cabinets.

#### Work processing

The computer used as a word processor takes the place of a traditional typewriter, so all correspondence could be prepared in this way. A standard letter could also be kept in memory.

#### Planning system

A well-organized housekeeping department has a planning system in operations. The computer is ideal for keeping such records and preparing forecasts for example, on window cleaning, redecoration, etc.

#### Energy saving

Computers can be used to control heat, light, power, and telephone usage

## KEEPERS OF THE HOUSE

IN HOSPITALS, HOUSEKEEPERS ARE TRULY THE "KEEPERS OF THE HOUSE"



During a survey conducted in Michigan, Jane Dutton, a professor of psychology at University of Michigan, worked with colleagues to research the ways in which hospital housekeepers feel valued or devalued by the actions of doctors and nurses. Through 29 interviews with workers, she and her team found that housekeepers were treated with respect and love. The fact that their work is vital to the prevention of serious infections and to the efficient running of the hospital. It's clear they also play an important role in the care of patients. Housekeeper named Malcolm cleans patient rooms and offices in the large medical center. One of the pediatric doctors noticed that Malcolm was deep in conversation with the parents of one of the very sick patients.

He met him later in the hall, and the two of them began to talk. After Malcolm told him a bit about the concerns of the patient's family, he mentioned the ways he often supports and cares for the children being treated in the ward. "I don't call myself a housekeeper," said Malcolm,

who has been with the hospital for 10 years. "I am the keeper of the house." Malcolm's description of what he does knocked everyone back on their heels. It made them realize that they pass dozens of housekeepers in the corridors and elevators every day and — like most other physicians — pay little attention to what they really do and have little appreciation of their contributions to patient care. Overall blindness to the important work housekeepers do every day led to organize a focus group to learn more about it. From that grew a film project that documented the ways hospital housekeepers participate in patient care. Throughout this process, everyone quickly realized that they often interact with patients more than physicians do, and they do so with great compassion. Lorna, originally from Jamaica, told that she enjoys singing with patients — Bob Marley's "Three Little Birds" with the catchphrase "don't worry about a thing" being her favorite. Rosetta, who had worked at the same hospital for more than 20 years, found a way to provide meal tickets for a visiting family who couldn't afford food. Barbara, with a nod from a nurse, shared with a patient the collard greens and fried cornbread she had brought to work for a hospital potluck. La Shara encouraged a frightened young woman to have much-needed heart surgery. June maintained a friendship with a patient long after her hospital discharge. Gladys used her native Spanish to communicate with first-time mothers, and often gave them encouragement and informal advice about breastfeeding. There were also some stories that were less encouraging. One housekeeper told that a patient she had come to know well during his hospital stay had taken a turn for the worse and died, and no one bothered to inform her of his passing. Another housekeeper talked about a doctor who repeatedly refused to move out of the way when she was maneuvering her heavy cleaning cart down the crowded corridor, reinforcing to her that housekeepers are invisible to doctors and nurses. "Interprofessional cooperation" and "teamwork" are among the newest buzzwords in modern hospital medicine. Doctors are consistently reminded that clear, respectful communication with their teams is essential for patient safety and quality of care. But we've often been blind to the fact that housekeepers are an essential part of that team.

## WHY IS HOUSEKEEPING IN HOSPITALS SO IMPORTANT?



Some diseases can spread like wildfire. Housekeeping services in a hospital help to control the spread of those diseases. Bacteria is hearty. It can survive in nearly every place and space. It can be found on bedrails, curtains, call buttons—everywhere. And it survives for a long time. If someone touches these surfaces and fails to wash his or her hands, the bacteria spreads to every area he or she touches. In fact, "superbugs," or antibiotic-resistant bacteria, can survive for months on surfaces. These potentially deadly pests have also found their way into hospitals.

To keep a healthcare environment like a hospital free from infections, cleanliness is paramount. Having housekeeping services staff working hand in hand with other staff and patients can keep infections out. Housekeepers play an essential role in the overall environmental health of a hospital.



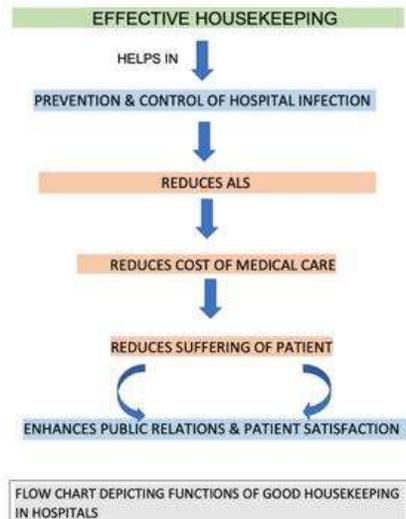
-Muskan Arora  
3rd Year

Cleaning and disinfecting aren't the same at all. Cleaning should happen before disinfecting. When housekeeping staff clean, they use soap, water, enzymes, and a scrubbing action to remove dirt, dust, and foreign matter from objects.

In recent years, healthcare professionals and patients have seen an increased risk of diseases like typhoid, cholera and hepatitis B. Prevention of infection with these and other diseases is tantamount in a hospital. Housekeeping services staff realize these threats are increased if the hospital environment isn't kept as clean and as sanitized as possible. They have one of the most important jobs in a hospital setting.

## CLEANLINESS AND HYGIENE HAS NEVER SEEMED OF GREATER CONCERN THAN IT IS NOW. SO SHOULD THE PEOPLE MAKING SURE HOSPITALS ARE FREE OF GERMS BE GETTING MORE OF A VOICE?

Unfortunately, first responders and service-industry employees on the frontlines of the pandemic were being given more recognition and applause as compared to the lower level employees who made sure of the hygiene over around. For hospital cleaner Candice Martinez, 39, the recognition of nurses and doctors has left her feeling empty. She says "It's disappointing to me that us 'lower level employees' aren't getting any kind of recognition for what we are doing." As an Environmental Services Worker (EVS) at Northwestern Memorial Hospital, Ms Martinez is responsible for cleaning the rooms while patients are in hospital or after they are discharged or moved. And in the midst of a pandemic defined by the need for cleanliness - it makes sense that the people cleaning the very hospitals where coronavirus victims fight for life are of utmost importance.



CLEANING AND ORGANIZING IS A PRACTICE NOT A PROJECT.



-Satyam Sahu  
3rd Year

#### Control Desk

This is the main communication centre of the Housekeeping. It is from here that all information is sent out and received concerning the department. It is the house centre for co-ordination with the front office, banquet, Room service and maintenance etc. The desk control room should have a desk and a chair with more than one telephone. It should have a large notice board to pin up staff schedules, day to day information, instruction etc. The desk control room is the point where all staff report for duty and checkout at the duty end. It would normally adjoin the Housekeeper's office. The main job of housekeeping control desk is to maintain the smooth communication process in order to complete daily housekeeping operations. The general rules of control desk are as follows:-

**Importance of Housekeeping Control Desk:** The housekeeping control desk is the hub or a single point of contact for all hotels' housekeeping staff. At the control desk, the new information is fetched and it is distributed among the relevant staff. As the housekeeping work is mainly oriented towards providing the best service to the guests, this department needs to work towards sharing information without any communication gaps. This desk also needs to ensure that the coordination among the housekeeping staff and with all other departments of the hotel goes smooth.

**Functions of Housekeeping Control Desk:** The hotel housekeeping performs the following functions:

- Collecting all requests made by the guests.
- Briefing the staff about the routine or special event preparation before the staff turns up their sleeves.
- Assigning routine duties / changed duties to the housekeeping staff.
- Collecting work reports from staff.
- Collecting check-out room number and updating it to the floor supervisor.
- Handling key cabinet that contains the keys of all floors' master keys and housekeeping store keys.
- Maintaining various records of forms and registers.
- Recording all room number especially of the groups.
- Maintaining daily weekly cleaning schedule.
- Preparing duty roster of journal housekeeping staff and supervisors.
- Maintenance of record on daily basis

-Ayushi Sakkarwal  
3rd Year

#### Housekeeping in institutions and facilities other than hotels

##### Housekeeping in other institution

whether it be in a hotel hospital university or other residential establishment the main purpose of the housekeeping and accommodation department is to provide a clean and comfortable attractive environment for all those who use the premises and those services must be provided in such a way that they do not lead to any safety fire or health hazard . hygiene is of particular importance with control of Pathogenic organisms and the prevention of cross infection becoming an important factor

Some of the main duties and responsibilities are indicated below

- The recruitment and decimal of staff within the department
- staff training and appraisal
- the control and supervision of staff
- implementing the policy of the company organizing work should use duty roasters setting standards and achieving goals
- the control and supervision of the linen room
- security of this establishment
- maintenance of the buildings
- the keeping of all relevant records
- the welfare of staff and customers
- the purchasing of supplies and equipment.

#### 1. Hospital

A hospital is an institution in which the sick, injured, or infirm are received and treated; a public Or private institution founded for reception and cure, or for the refuge, of persons diseased in body Or mind, or disabled, infirm, or dependent, and in which they are treated either at their own Expense, or more often by charity in whole or in part.



#### 2. Hostels

A hostel is a budget-oriented, shared-room ("dormitory") accommodation that accepts individual Travelers (typically backpackers) or groups for short-term stays, and that provides common areas And communal facilities.

#### HOUSEKEEPING IN MUSEUMS, ART GALLERIES, LIBRARIES AND ARCHIVES:

Those establishments will include display areas, exhibits, workshops, archive areas for old documents and/or books and extensive shelving carrying books. Particular problems include: Dust control and control of ultra-violet light necessary to prevent the deterioration of exhibits. Cleaning the extensive



numbers of shelves, books, and areas of glass. The organization and supervision of cleaning and maintenance usually forms part of the curator's or librarian's job description. The cleaning of technical areas and exhibits is normally undertaken by curatorial staff and by cleaning staff under their supervision.



Annual staff Deep-Clean in oversize object storage



reproduce the steps consistently. SOPs should be accessible and maintained over the lifetime of the specimens or study.

**The uses of SOPs**



**Title:-** The title should be descriptive and clearly define the activity or procedures. Facilities with several SOPs for different activities should adopt an identification (ID) numbering system for adequate retrieval and reference.

**Date of issue:-** The date of issue, as well as the date of any revision, should be clearly listed.

**Identification of responsible individual(s):-** The signature requirements for SOPs may vary, but should include the signatures (and signature dates) for the individual(s) who prepared and approved the SOP, as well as for those responsible for daily implementation and their supervisors. A space for regulatory signatures may also be appropriate for those SOPs required by regulation.

**Advantages of Standard Operating Procedures**

Especially in smaller companies, management can't always be around to issue instructions to employees, and that's where SOPs shine. Whether it's how to cash out a till or dealing with a power outage in a restaurant, knowing the step-by-step procedure means that the staff is empowered to act without waiting for a directive.

**Disadvantages of Standard Operating Procedures**

Sure, there are limitations of standard operating procedures, but that's true of everything because not every situation will be outlined or even anticipated. As the saying goes, **there's a first time for everything**, and that's part of the disadvantages of standard operating procedures – they discourage improvisation.

**Five Reasons You Need SOPs**

- 1. Maintain quality control.** Whether your business is service oriented, or you're selling a product, having SOPs in place will help ensure everyone is on the same page for how to get the job done.
- 2. Keep things running properly.** With equipment, computers and even work schedules, SOPs are useful for ensuring things run like clockwork. For machine maintenance, computer backups or people trying to trade shifts, having a step-by-step process for what needs to happen and when and how can make all the difference for ensuring business is uninterrupted.
- 3. Invaluable for training purposes.** Having procedures in writing means that employees are trained on how to do things one way. It's not a game of "telephone" where they'll be able to claim that X supervisor said it was done Y way. Instead, it's there in writing step by step and can be easily referenced by anyone who needs to look things up.
- 4. To maintain compliance.** Whether it's just for accounting reasons that things need to be done a certain way, or there are more severe government oversight reasons, SOPs will ensure people do what's required in order to stay compliant with these systems. Safety and regulatory steps will be written in stone. Accounting processes will be easy to follow.
- 5. For crisis management.** When things go wrong, the last thing people are doing is thinking clearly. If there's a fire or an accident, the one thing that really saves the day is knowing there are systems in place and checklists to follow.



-Aman Ghai  
3rd Year

### HOUSEKEEPING DEPARTMENT



**PAST  
PRESENT  
FUTURE  
TRENDS  
OF HOUSEKEEPING  
DEPT.**

MADE BY:-  
Aman Ghai  
1941113023  
SEM-5 (3<sup>rd</sup> Year)

### FUTURE TRENDS

**ROBOT STAFF:**  
Many travelers may find it confounding to be served by a robot, others may welcome the chance not to have to interact with humans when staying at their hotel. More and more hotels are using robots in some capacity, to help automate check-in and check-out, carry luggage and acts as concierges, or for room service.

**SMART HOTEL:**  
Incorporating the Internet of Things (IoT) into a property is something that excites guests. It offers them a high level of convenience and efficiency, and also a sense of luxury. People are starting to incorporate tech like this in their own homes so the demand for it in hotels is sure to increase.

**SUSTAINABLE HOTEL:**  
Generally, society is becoming more environmentally conscious as it becomes clear sustainability is an important issue. These changing attitudes are filtering into the way travelers choose their hotel. Sustainable hotels look at eco-friendly construction, energy saving, waste management as priorities.

**VIRTUAL REALITY:**  
Virtual reality replaces the real world with visual and audio "input" while augmented reality layers virtual elements onto the real world. Customers who want to try before they buy can take virtual

### PAST TRENDS

**EARLIER ERA:**  
A Housekeeper was known as a maid, or maid. This was due to the fact that they lived in the home of their employer and rarely ever got married. During the Victorian Era, more well-to-do families had entire staffs of housekeepers, cooks, butlers, and drivers. The housekeeper was typically at the top of the housekeeping staff hierarchy. She was in charge of the Lady's Maid, parlor maids, laundry maids, etc.



**UNDER WORLD WAR:**  
All throughout history up until the 19th century, having housekeepers and maids was a common practice for most middle or upper class citizens. Women left house cleaning jobs during World War I when they were needed in factories and other war-time occupations. Since then the reason for having someone there to clean their living space makes their life much easier. And the housekeeper




-Ajay Jain  
3rd Year

**Standard operating procedures (SOPs)**

Standard operating procedures (SOPs) are step-by-step instructions that act as guidelines for employee work processes. Whether written up in numbered steps or formatted as flow charts, effective SOPs are complete, clearly written, and based on input from the workers who do the job. When employees follow the SOP for a particular job, they produce a product that is consistent and predictable.



SOPs are established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations. The exact procedures for performing specific tasks are detailed as SOPs. Standard operating procedures (SOPs) are detailed, logical, step-by-step sequential instructions. They should be concise, with relevant details, including supplies with catalog and lot numbers, to allow anyone with basic technical training to

### PRESENT TRENDS

**Go Green:**  
Going green is the latest trend and housekeepers are using eco-friendly amenities, commodities to conserve water and energy. With the focus progressively on responsible tourism and green practices, there is much more to being ecologically friendly than reusing sheets and towels.



**Frequency, Identification, GPS (global positioning system), VOIP (voice over internet protocol) etc.**



**Safety and Security:**  
Hotels offer their guests the opportunity to stay without a worry by ensuring that they are safe from security hazards at all times. Individual fire indicators outside each room expedite an emergency response in case of a fire emergency and a wide angle (110 degrees) peep hole on room entrance doors has become mandatory these days. Some key security features seen today are safety chain and double lock facility on the main room door and entrance doors lined with an environmental seal to minimize noise and protect the room from external smoke in case of a fire; smoke, heat detectors and water sprinklers in each room for enhanced fire safety; double locking facility for entrance door and bathroom doors etc.



**Recycling:**  
Old linens can be used as aprons or towels. Cleaning supplies, if purchased in bulk, save money. Fluorescent lights are a better option as compared to incandescent lamps because they last longer. Fewer bulbs are disposed in the long run and the initial outlay is quickly compensated by reduced energy cost. Old linen, furniture and equipment can be donated to institutions or charities.

**Modern Technology**  
Most of the hotels are investing heavily in information technology (IT) infrastructure and networking that deploys the latest technical advances in their operations. New technologies like Wi-Fi (wireless fidelity), radio



Dr. Manish Bhagwan Kiray

## USE OF COMPUTER IN HOUSEKEEPING DEPARTMENT

Computers are now being used in many housekeeping departments for room management, inventory control, linen management, and so on, to varying extents.

Many software packages are now available in India that provides specific applications for housekeeping operations.

Computers can now be linked to the telephone system in each guestroom.

This technology greatly reduces the cost of individual wiring in each in The House Keeping Department.

• WLAN (Wireless Local Area Network) technology is enabling a wide range of hospitality applications in the housekeeping department. Housekeeping staff can now conduct room checks after a guest vacates the room through the handheld Wi-Fi enabled device to report the status of the room.

• They also communicate with security personnel instantly over e-mail in case of an emergency.

• Staff can also ensure from a remote spot that fire extinguishers are charged, emergency lights are functioning, and so on.

• Check and communicate inventory inventory for guest room supplies and the stocking of minibars in order to ensure that provisions are replenished in an efficient manner.

• Computers are now being used in many housekeeping departments for room management, inventory control and linen management.

• Computers can now be linked to the telephone system in each individual guest room. This technology greatly reduces the cost of individual wiring in each guest room. For e.g. an interface can be created between the telephone systems of the hotel's computer network by the guest room attendant dialing a specific sequence of numbers on the phone from the specific guestroom. Once connected the computer immediately recognizes the room no. to which it is being connected.

• Housekeeping operations modules are widely available such as forecasting attendant requirements, daily housekeeping



Computers are being used in housekeeping for:

1. Rooms Management
2. Forecasting GRA Requirement
3. Housekeeping History & GRA Performance
4. Stock Control

5. Housekeeping Records

6. Work Methods

7. Files

8. Word Processing

9. Planning System

10. Energy Saving

### 1. Rooms Management

• Arrival and departure as well as occupancy figures.

• Occupancy Forecast

• V.I.P. and other special arrivals.

• Guest history and other special requests (e.g. Bed boards, vases, flower arrangement, disabled facilities, etc.)

• Out of order record giving reasons (e.g. redecoration, maintenance problem, etc.)

• Room change (when a guest moved from one room to another) and also the room type change.

• Complimentary or staff room.

• Rooms sold for various purposes (special) and room arrangement thereof e.g. interview rooms.

• Daylets

• Inter-Connecting rooms sold for friends or in a family plan.

### 2. Forecasting GRA Requirement

Computers may be used to forecast the total number of GRAs needed each day in the future, based on the current in-house occupancy and staffing and the expected arrivals/departures over the forthcoming period. These can forecast staffing requires up to 365 days in advance, given the right inputs.

### 3. Housekeeping History & GRA Performance

It is possible to measure the performance of each GRA by tracking the estimated 'clean time' and the actual clean time, as well as the variances.

Since supervisors use the intercom in the room to mark the room as 'ready for guests', the computer can also store the time at which the supervisor finished the inspection.

### 4. Stock Control

All types of housekeeping stocks may be controlled by a computer including:

- Linen inventories
- Cleaning agents
- Cleaning Equipment
- Uniforms
- Guest Supplies
- Self Furnishing
- Bedding
- Spare carpets and curtain/upholstery fabric etc.

By keeping efficient stock control, purchases and budgeting will be made easier and information on stock levels etc. will be readily available.

### 5. Housekeeping Records

All the housekeeping records may be kept on the computer. For example,

- Room type with standard content design and colour scheme;
- Housekeeping items' purchase details like

• Name of supplier

• Date of purchase

• Cost of item.

• Problems if any.

• Method of cleaning, and

• Maintenance.

### 6. Work Methods

These should be identified for use in training periods or where special cleaning operations are carried out.

### 7. Files

Computer files take the place of traditional files reducing the need for filing cabinets.

### 8. Word-Processing

The computer used as a word processor takes the place of a traditional typewriter, so all correspondence could be prepared in this way. A standard letter could also be kept in memory.

### 9. Planning System

A well-organized housekeeping department has a planning system in operations.

### 10. Energy Saving

Computers can be used to control heat, light, power and telephone usage.

### Other IT Applications in HK

Some companies also offer tray detection technology.

When a guest puts a tray outside of the door, housekeeping is alerted from a triangle sensor on the tray that triggers another sensor in the doorway.

This immediately alerts the staff to the waiting tray by way of a blinking light.

The housekeeping staff can also be alerted when a room is available for cleaning by the guests.

In this application, guests click a button, which sets off another sensor, to indicate they are gone and the room can be cleaned.

-Manmohan Agarwal  
3rd Year

Key control refers to various methods for making sure that certain keys are only used by authorized people. This is especially important for master key systems with many users.[1] A system of key control includes strategies for keeping track of which keys are carried by which people, as well as strategies to prevent people from giving away copies of the keys to unauthorized users. The former may be as simple as assigning someone the job of keeping an up-to-date list on paper. A more complex system may require signatures and/or a monetary deposit

### LEVELS:

Preventing unauthorized copies typically falls into one of the following five levels.

Level 5 (lowest): ordinary unrestricted keys. This level relies on the honor system. Users are instructed not to make copies or loan keys and trusted to comply. This is common for private residences.

Level 4 (low): unrestricted keys marked "Do Not Duplicate". These keys can theoretically be copied anywhere, but many stores will refuse to copy them. This is a very low-level deterrent which ALOA calls "deceptive because it provides a false sense of security".[2]

Level 3 (medium): restricted keys. These keys are not generally available at retail outlets and often can only be obtained through a single source. The supplier has their own rules in place to prevent unauthorized duplication.

Level 2 (high): patented keys. By definition, patented keys are restricted. They also have the added feature of being protected by patent law. Anyone who sells such a key without permission of the patent holder could face financial penalties.

Level 1 (highest): factory-only patented keys. These keys cannot be cut locally, in addition to the restrictions above, users must send an authorization request to the factory to have additional keys cut and strict records are kept of each key.

It is worth noting that none of these levels can protect against a user who loans a key to someone else and then falsely claims that the key was lost.[3] Additional methods of key control include mechanical or electronic means.

### SYSTEM:

Mechanical systems use a plastic peg that is attached to the key. This peg is securely locked into a numbered port and can't be removed without an access peg. When someone authorized wants a key, they insert their personalized access peg into the port next to the key they want to remove. Then they rotate their access peg to the left while pulling out the key they want to remove. Their access peg can't be removed until they return the key they removed to the same port they took it from and then they rotate their access peg to the right and then pull it out. When they remove their access peg it locks the keys back in the cabinet. If someone wants the key they removed during the time it is gone, they'll know who has it because their access peg has their name on it.[citation needed]

Electronic systems also assign a key to a small device with a microchip that is inserted into a reader inserted into a cabinet. When an authorized user requests and removes a key it records that it was taken and when it was returned. It always lets others know who has the key when they return it. Essentially, it lets management know who took the key, when they took the key, how long they had the key and when they returned the key. There will always be a complete audit trail of every key that was used and anyone who used them.

While many hospitality companies strive to make their hotel properties as safe and secure as possible for their guests, managing security risks is always one of the greatest challenges. By nature, hotels have many rooms with many access points and large amounts of traffic, making them a favorite target for thieves and predators. Since keys provide access, keys are also the greatest point of vulnerability. This is why implementing a strong key control policy is one of the best ways for a hotel to minimize its security and liability risks.

Most hotels these days have already implemented some form of programmable keycard system for guests to access their specific room for a specific length of time. However, true key control goes much deeper than that; it also needs to include restricted and monitored access for hotel employees. Background checks can only do so much, and employees with key access are given a level of trust that can be easily violated. If a hotel employee accesses a room unlawfully and steals something (or worse, victimizes a guest), to what extent is that hotel legally liable for the infraction? If something like this happens on your property and you haven't taken every reasonable step to prevent that action, your hotel could be held responsible on the grounds of negligence.

One of the best ways to prevent or limit this liability is to implement a strong key control system, one that tracks and restricts employee access and keeps all keys in a secure location. Not only does it provide an effective deterrent against unauthorized access, but it also allows management to instantly identify unusual patterns and identify users who violate the rules.

### What Does Effective Hotel Key Control Look Like?

For hotels with keycard access, employee key control can simply be an extension of the type of control provided for hotel guests. Here are a few of the top priorities that need to be in place for a good key control system:

• Secure, centralized location for pulling keys: Employees should have to check keys out and in from a locked box rather than carrying them around indefinitely.

• Unique identification and authorization: The system should be able to identify each employee by a badge and fingerprint as they log in, pull keys and return them.

• Customizable reason codes: The system should track not just which keys are pulled, but by whom and for what reason.

• Instant reporting and audit trails: A good key control system should always enable management to track activity by key, by building, by day/time and by employee.

• Restricted access: Whenever possible, key control should include customizable access so only authorized employees may pull keys to certain areas of the building or facility.

### Benefits of a Hotel Key Control System

Key control helps minimize the security risks of a hotel in a number of ways:

• Greater employee accountability: Simply put, employees tend to stay honest and behave when they know their activities are being tracked. With key control, you'll enjoy reduced risks of employee violations.

• Streamlined processes and greater productivity: A good key control system can improve overall workflow processes, which helps your employees stay more productive. (No more wasted time tracking down missing keys!)

• Lower costs: When keys are lost or compromised, the only true way to restore security is to call the locksmith. Key control greatly reduces the number of times you have to do this — especially if you use keycard access, since card keys are disposable and can be simply deactivated if lost. In addition, greater key control often results in lower insurance premiums since your liability risks go down considerably.

• Mitigated liability: If someone does manage to do harm on the premises, your legal liability may be greatly reduced since key control demonstrates good intent and weakens the argument of negligence.

• Peace of mind: The actual number of incidents of theft and victimization can be greatly reduced with key control, sometimes eliminated altogether. This is the ultimate goal, after all—to keep your guests safe. In a day when security risks are higher than ever, every hotel should consider reducing their risk by implementing strong key control.



-Piyushgupta  
3rd Year

## Impact of Housekeeping Services and Practices on Customer Satisfaction

In tourism industry and increasing economic prosperity. The Tourism Ministry of India is working actively on the Incredible India Campaign to enhance the tourism industry and give a boost to the hospitality sector. In the year 2017, India was at 40 rank in Travel and Tourism Competitiveness Index (TTCI) surveyed by the World Economic Forum, acquiring the 12 rank in comparison to the prior 52 rank in the year 2015 (Ministry of Tourism, 2017). Today, the hospitality industry is among the fastest growing industries in India. There was a growth of 13.4% in the foreign tourist arrivals, as it were 2.84 million during January - March 2017 as compared to 2.51 million during the same period of last year (Ministry of Tourism, 2017). Mishra and Ojha (2014) said that each corner of India is unique and different from the other when it comes to food, music, dances, festivals, weather, ecology, flora and fauna, and so forth. India offers a totally distinct tourism experience with its diverse geography and cultures.



### Housekeeping Services and Practices

A hotel is a big unit in itself consisting of various departments, which run in collaboration and coordination with each other to make the guest stay comfortable. One of the major departments in a hotel is housekeeping. Housekeeping is accountable for cleanliness, upkeep, decor, and maintenance of the entire hotel. A five star hotel in itself is a huge area comprising of a large number of rooms, vast public area including lobby, corridors, different cuisines, restaurants, health clubs, swimming pools, spa, etc. and vast back area as well including laundry, staff canteen, bunker, lockers, stores, administrative departments, different food production units, etc. Apart from hotels, housekeeping contractual services are in a lot of demand at corporate offices, airports, airlines, hospitals, banks, cruisers, and shopping arcades.

Thus, contract housekeeping is also a profitable entrepreneurship business venture. A hotel endures on the room sales, food and beverage, and other supplementary services like gym, laundry, clubs, health spa, shopping arcades, sightseeing, etc. Keeping an inventory and upkeep of all the accommodation and public areas is a challenge in itself which makes it as one of the crucial departments of a hotel.



### Guest Satisfaction

Guest satisfaction is an ever evolving phenomenon for the hotel industry. The challenge is to keep the guests more than satisfied (Hussain & Khanna, 2016). Guest satisfaction is a tool to

achieve brand loyalty and repeat business. Guest satisfaction has been formulated in different ways. The conceptualization of customer satisfaction that has obtained the widest agreement/acceptance is an evaluation of the affective responses/experiences following a cognitive expectancy disconfirmation process across prior expectation and perceived performance of a product/service and its attributes (Oliver, 1980). If a guest is happy and satisfied, the hotel is obvious to get repeat business. A satisfied guest will bring new guests to the hotel through word of mouth.

## News Letter on Housekeeping Planning in Housekeeping

### -The Planning Process

- The step-by-step planning process may differ from one hotel's housekeeping department to another's and different terminology may be in use across companies but essentially the sub-processes and tasks are the same.
- Housekeeping planning should be done on paper and needs to be properly documented.

### PLANNING

- Planning is probably the EHK's most important management function.
- Without competent planning, everyday may present one crisis after another and these will lower morale, decrease productivity and increase expense in the department,
- Also without the direction and focus that planning provides, the EHK can easily become side tracked by tasks which are important or unrelated to accomplishing the hotel's request.

