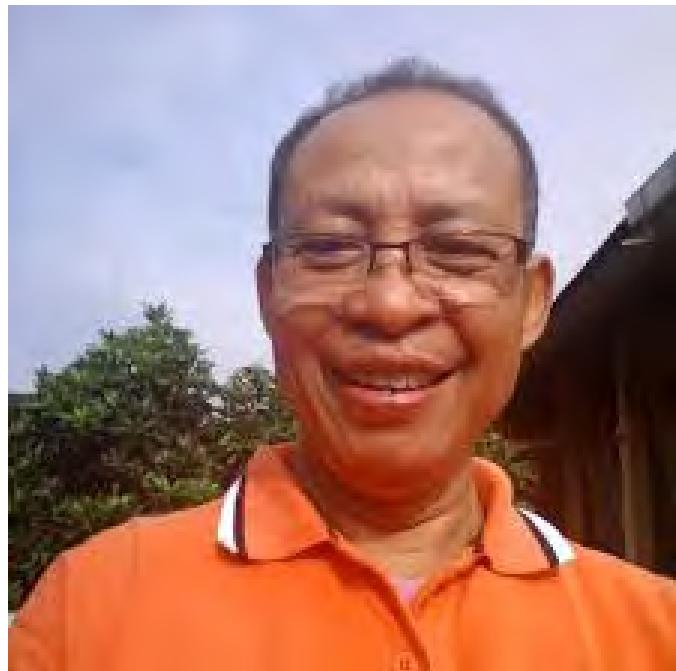


10/21/2018



SPHM  
HOSPITALITY

SPHM – HOUSEKEEPING MANUAL



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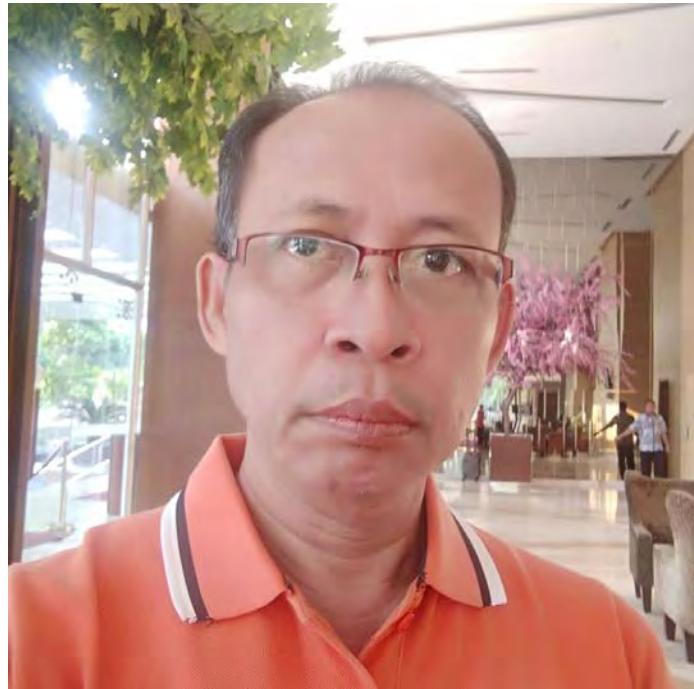


# Housekeeping Manual



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# HOUSEKEEPING MANUAL





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## HOUSEKEEPING NORMS

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## AIMS AND OBJECTIVES

The Scope of Housekeeping is to maintain at its best, the General environment of the entire property. In other words, the Environment as created by the Architect. Interior designer consultants and owners, in a set location to be maintained in its original intent by the Housekeeping Department

The areas therefore that fall under its purview, the maintenance of which becomes the responsibility of Housekeeping are:

- a) The Building/s as designed on set property both inside and outside, from basement to terrace with all its interior finishes, equipment, appetencies, consumable items like the linen, furnishings, etc.
- b) The open spaces like the building or within the building i.e lawns, terraces, roads, car park, pool deck, etc. with all its foliage, plants, water bodies, channels, artifacts, etc., as originally designed and implemented and furniture thereon
- c) The perimeters to the land and the environment around i.e the boundary walls, gates and the arrears in the immediate vicinity of the perimeters that affect the general environment of the property.
- d) Any other issues like smells, smoke or extraneous matter, etc. that may affect the environment of the property.
- e) The uniforms of all staff working in this environment.



## EXCEPTIONS

Exceptions to the above, are the following:

- A) Plant and Machinery that fall directly under the purview of the Engineering department e. g. lift machinery, air conditioning plants, pumps motors, etc., the responsibility for the operation of which is directly with the Engineering Department.
- B) Maintenance of swimming pool
- C) Back - of -the-House areas which are directly related to either the Food and Beverage departments or Engineering departments e. g Plant room, kitchens, cold storages, garbage rooms, generator/sub-station room, Sewage Treatment Plant, Gas banks etc.
- D) Cars and vehicles

The AIM therefore is to provide

- A) The highest level of cleanliness and freshness.
  - Maintenance of product quality.
  - Prompt and courteous service for services directly related to housekeeping like maid service, laundry etc.
  - Minimize expenditure for achieving the operational aims listed above.

The vastness of arrears, the relative value of the property and materials within and the quantum of staff controlled in itself indicates the tremendous responsibility and importance Housekeeping has in the organization.

To achieve this Aim

- A) Set standards for departmental operation.
- B) Explain standards clearly to all concerned and train accordingly.
- C) Institute systems and procedures for achieving the goals.
- D) Monitor implementation of systems and procedures to see they are in force at all times.
- E) Select and implement proper equipment to achieve objectives.
- F) Regularly recommend upgrading of product to meet the latest development and trends in product quality for guest satisfaction.



## GUEST ROOMS

### GUEST ROOMS NORMS ON CLEANLINESS AND MAINTENANCE

#### 1) GENERAL

- Rooms must be inviting, attractive, comfortable, in good taste and must be maintained with high standard of cleanliness and safety
- Rooms to be odorless free of flies, insects, pests.

#### 2) FLOORING - IF CARPETED

- Carpets will be stretched and fixed in a manner to avoid waviness and bubbles.
- Where patterned the design must match at joints.
- All seams will be neat with no gaps or threads sticking out. All joints must be stitched.
- Carpet edges to be concealed under a shirting without bulges.
- Carpets should be clean, unsoiled, and free of stains, fading and give a fresh appearance.
- The pile should not be flattened and should be fluffy.

#### 3) IF MARBLE

- Should be even with joints grouted in an even manner so that it is subtle.
- Floor should be clean, free of scratches, polished to give a gloss fresh appearance.

#### 4) WALLS / CEILING / WINDOWS

- Windows must be clean, free of stains, tightly fitted, unclipped, scarred. Glass spotless.
- Walls and ceilings to be painted in a good condition should be free of mildew peeling and flaking and stains.

#### 5) DOORS / INTERCONNECTING DOORS

- Should close lightly to avoid penetration of air and sound. Should be flush with floor level.



- Door lock should operate smoothly. Hinges should not be rusted.
- One way viewer should be clean not cloudy.
- Safety chains to be tightly fitted and operatives.

#### 6) WARDROBB

- Hangers should be of uniform design colour and size 8 in each wardrobe fitted firmly, unbroken and clean.
- Rod to be untarnished.
- Shutters and drawer smooth and free movement
- Drawers to be lined with butter paper, clean and unstained, free of dust.

#### 7) FURNITURE

All furniture should be sturdy, free from scars, stains discolourisation. Tops of laminate finish.

- Beds/Headboards- to be clean, free of chips and scars. Mattress must completely cover the bed base. Springs should not sag. Cover to be free of stains, tears and odor. Bed frames to be free from dust, hair and bed bugs.
- Pillows should not be lumpy, flat, soiled, stained or torn. Lining to be in clean and good condition.
- Bedside table tops to be clean, free of scratches, burns and stains. Drawers should not drag.
- Dresser table to be sturdy, free of scratches, stain, burns. Drawers should not drag.
- Luggage rack will have guards to prevent damage to wall surface. Should be free of scratches.
- Chairs and sofas - cushions should fit completely and not sag. Upholstery should be neat, free of stains, soiling. Should not be torn or damaged.
- Coffee table should stand erect and not be shaky.
- Mirrors to be free of distortion, scratchew, spots and in clean clear condition.
- Televisions in working condition. All knobs and accessories unbroken. To be clean, free of scratches and in well tuned condition fro picture, sound and music.
- Fridge- should not be noisy. Neat, clean, attractive and without accumulation of frost. Should be odourless free of insects.



- Telephones should be free of grease, dust, odour and in operative condition with good sound and picture.
- Wall decors – to be clean, free of cobwebs and in good condition. Should not be worn or otherwise defaced.

## 8) ELECTRICAL/ LIGHTING

- Electrical fittings should not be loose, scared, broken or with knobs missing.
- All switches will be operative and hazard free.
- All bracket lamps and shades clean, bulbs dusted, cords free of stains.
- Lighting on Bedside 60 w each
  - Dresser 40 w each
  - Foyer 40 w
  - Pedestal 60 w
- All two way switches to be in functioning condition.
- Air conditioning should not be noisy. Temperature should conform to norms. Thermostat should be in functioning condition - plate free of scratches and stains.

## 9) FURNISHINGS

a) Drapes

- Must completely cover the window with minimum of 4" overlap at centre draw.
- Length must clear the floor or carpet by no more than  $\frac{1}{2}$ ".
- All drapes to be pleaded to double fullness to give an attractive appearance.
- Drapes to be completely black out with double lining removable to facilitate laundry.
- guards to be provided at the ends of railing.
- All hooks to be in position and drapes should move freely on channels.
- Drapes to be in clean, fresh condition without stains and tears or worn and soiled appearance.

**b) Unupholstery**

- To be in good condition. Free of stains, tears and should not have a shabby appearance.

**c) Duvet cover**

- Must completely cover the bed and should draps on the sides and clear the floor or carpet by no more than  $\frac{1}{2}$ ", should not sag or fold.



## 10) LINNEN / SUPPLIES

- Linen on bed must be crisp, white free of stains holes or mended appearance. Should have a freshness in appearances.
- Linen should be stretched to make a light bed.
- Bath Linen should be soft, fluffy, free of stains, holes or mended areas  
Should have a freshness in appearance

## 11) SUPPLIES

- Each room must contain all supplies as per service standards without any missing.
- Supplies should be clean. Should not be soiled, dogered.

## 12) BATHROOM

- Exhaust should be in effective working condition.
- marks or loose dirt. Bathroom should be odour free.
- Floor and wall - tiles should be free of chips, stains
- Grouting should be clean and not discolored and free of soaps, film or grease.
- Ceiling should be moisture resistant paint. Paint should not be flaky, peeling or mildewed.
- Washbasin should be clean and in good condition.
- Should not be chipped, broken, sagging, cracked
- Drains should not be stained and free of hair.
- Hot and cold water supply with drain flow regular and no water clogging.
- Should not have water spots.

## 13) W/C

- Should be clean, free of yellow stains and in good working condition.
- Should be free of hair, cracks, broken plumbing fitting or rusty.
- Seat and lid should be firm and should remain in upright position without being held.



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#### 14) TUB & SHOWERS

- Water flow should be sharp with no clogged pores
- Shower not be have any sediment collection.
- Should be clean, not clopped or cracked or paint peeling off.
- Should not have soap film water spots.
- Drains should flow without collection of water and should be free of hair.

#### 15) Fixture & Fittings

- Should not be leaking
- Should not be rusty or tarnished or broken.
- Should be operative without asserting pressure.
- Fixtures should not be pitted and should have all indicators present.
- Will be wiped clean after each service. There will be no water spots.

#### 16) MIRROR

- Must be clean attractive in good condition without distortion of scratches.

#### 17) LIGHTING

- All lights should be in working order with shades clean, well fitted, no gaps or discolourisation.

#### 18) SHOWER CURTAINS

- To be clean without being torn. Edges should be free of soap film and water marks. Should be dry and have freshness of appearances.



## GUEST ROOM NORMS ON SERVICE

- A) All vacant rooms will be made ready for occupation by 9.00 a. m. with bed covers placed and dusting and general checking done.
- B) Occupied rooms must be completed by 1.00 p.m. unless otherwise specified by guests i.e. DND or refused service.
- C) Make my rooms will be started within 5 minutes of being placed
- D) Departure - rooms to be cleared in each section. Should be completed in 25 minutes. Room first and thereafter bathroom.
- E) All rooms must be serviced once in 24 hrs.
- F) Evening service will be given to all rooms.
  - A standard which bed light and foyer light will be kept on
  - All replenishments of items used.
  - Service should not take more than five to ten minutes.
- G) Services offered to guests.

Extra blankets, pillows, linen, on request	in 10 minutes
Electric iron and boarding good usable condition	in 10 minutes
Hard board in case of spring bed to be provided on request	in 10 minutes
Baby cots with drop sides and mattress in Rood, neat and clean condition	in 10 minutes
Roll-a-way bed with mattress for extra bed on information by Front Office	in 15 minutes
Babysitting service - arrangement to provide guest with baby - sitter	in 2 hr notice
Hot water bag/ ice bag/ thermometer bed pan on request	in 10 minutes
Shoe shine service	in 5 minutes
Request for packing of parcels- attend calls	in 5 minutes
Laundry and valet service preferably with same day service - attend calls	in 5 minutes
Request of drinking water	in 5 minutes
Bouquests on advance notice	



## GUEST ROOM OPERATIONAL NORMS

All rooms will be aired at each morning service. Window will be opened.

**Guest room** will not be sold if there is any item inoperative e.g if a bulb is fused the room will not be sold until it is replaced. Room will be kept under repair till such time. Front office will be informed on 000 report room kept ready to sell in case of emergency.

- Under repair rooms will be checked daily	
- Rooms to be vacuumed daily if carpeted, swept and mopped if stone.	
- Carpet edges will be nozzle cleaned	
- Carpet must not separate from seams	
- A carpet stitcher will be available as per contract to attend	
- Carpet will not have spots and stains. Spotting will be done departmentally or through spotter on	
- Carpet pile should not be flat should be raked for fresh appearance	
- Walls and ceiling will be washed free of finger stains at	
- Any chipe will be rectified by maintenance before selling	
- Under bed should not have dirt or litter will be cleaned	
- Under mattress should not have hair or dust. Remove and clean	
- Mirror will not have finger prints or spots	
- Mirror frame on top will be dust free.	
- Lampshades should not have cobwebs, holder should not have dust.	
- Window glass should not have any spots and should not be cloudy	
- Window frames should not have grit and dust. Should not be scarred.	
- Picture frames should not have cobwebs	
- Frame corners should not have dust	

<ul style="list-style-type: none"> <li>- Pictures should not be defaced or discoloured</li> <li>- Sofa should not have creases and should be brushed</li> <li>- Sofa and chair corners should not have litter or cigarette butts or match sticks</li> <li>- Sofa and chairs under cushions should not be dusty</li> <li>- Under sofas should not have litter</li> <li>- Coffee table top not to have water marks</li> <li>- All bedside two way switches to be in operative condition.</li> <li>- Beside table top not to have glass rim and water marks</li> <li>- All inside drawers to be lined with paper. Paper should not have grease spots or be crumpled.</li> <li>- Telephone cords, will be uncurled and dusted daily</li> <li>- Telephone will be disinfected with dettole on departure or Twice a week whichever is earlier.</li> <li>- Each rooms to be spring cleaned once a fortnight i.e. each staff must do one room a day.</li> <li>- Each room to do preventive maintenance once in a quarter</li> <li>- Fridge must be defrosted once a week i.e. 2 fridges defrost by each staff daily.</li> <li>- T. V. Channel will all the clear. 10 rooms per day to be checked by T.V. Operator</li> <li>- Linen to be opened and checked for stain tears before placing.</li> <li>- Bed Linen will not be creased or wrinkled.</li> </ul>
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## **GUEST SUPPLIES**

1)	DND/Make my Room	1 No.	Will be hung on the door knob
2)	Ash Trays	1 No.	On Bedside Table
		1 No.	On Coffee Table
		1 No.	On Bathroom Counter
3)	Waster paper basket	1 No.	On right hand side of dresser chair
4)	Breakfast door knob	2 Nos.	In left hand drawer of Dresser Table. In the evening to be kept on pillow.
5)	Room Tumblers	2 Nos.	On Bar Counter in front of flask with sterilized glass wrappers.
6)	Flask in Plastic Tray	1 No	On bare counter in front of flask with sterilized glass wrappers.
7)	Bible	1 No.	In left hand drawer of Dresser table
	OR		
	Gita	1 No.	-
8)	Fly Flappers	1 No.	On window side of luggage rack
9)	Guest Portfolio	1 No.	To contain minimum 3 large 3 small letterheads and envelopes, telegram form or brochures or post cards as optional items designed by property on Dresser Table
10)	Guest Comment Forms	1 No.	On top portfolio with the work "Confidential" on top.
11)	Laundry bags	3 Nos.	In the top shelf of wardrobe.
12)	Matches	1 No.	One each Ashtray
13)	Laundry rate Slips	3 Nos.	With laundry bags
14)	Pens	1 No.	Alongside scribbling pad
15)	Room service menu card	1 No.	Near portfolio on Dresser table



16)	Scribbling pads	1 No.	On beside table
17)	Telephone Directory with cover	1 No.	On shelf under music table
18)	Valet bags	3 Nos.	Folded with monogram on top in drawer of Dresser Table near door
19)	Sewing Kit	1 No.	In drawer with valet bags
20)	Hangers	8 Nos.	In each room in wardrobes
21)	Directory of services	1 No.	Near Telephone
22)	Quick Aid	1 No.	In drawer with sewing kit



## OPTIONAL ITEMS

1	Folder of tent card display of hotel facilities		
2	Folder or tent card display of other hotels in the chain		
3	Candle Stand		
4	Candle		
5	Flower vase for each room		
6	Plastic transparent tray under flask and glasses in the rooms		
7	Quick Aids		



## BATHROOM

Shoe Kit	1 No.	On the pads provided
Soap	1 No.	On wash basin
	1 No.	In tub soap dish
Shower Cap	1 No.	On counter away from door
Ash Tray	1 No.	On counter nearer the door
Matches	1 No.	On Ash Tray
Soap Suds	2 Nos.	Near shower cap on vanity counter
Bathroom glasses with sterilized wrapper	2 Nos.	On counter nearer door
Toilet Rolls	2 Nos.	Depending on holder provided – One in holder One in Counter
Face Tissue	1 No.	On vanity counter
Disposal Bags	3 Nos.	On top of vanity counter
Sanitary band	1 No.	On W/C Cover
Plastic sanitary bin with Logo	1 No.	Under Counter nearer W/C
Towels	2 Nos.	Both towels on towel rack.
Face towels		If applicable on vanity counter
Hand towels	2 Nos.	On counter or hand nail
Bath mats	1 No.	On tub edge
Shampoo	1 No.	On vanity counter



## GUEST SUPPLIES IN ROOMS

- Will not be defaced or degereared or scribble on.
- Supervisor will check that guest supplies are replenished every day.
- All occupied rooms guest supplies will be replenished, letter paper, pen, sewing kit, laundry bags, valet bags, etc. must be checked and replaced to the standard quantity.
- Soaps in occupied rooms guest supplies will be replaced on alternative days and not everyday unless it is used up.
- One toilet roll with wrapper will be kept on the counter and one opened in the toilet roll holder. When the roll in the holder reduces to about  $\frac{1}{4}$  it is to be replaced.
- W/C Band will be placed in departure rooms only
- Glasses both drinking and tumbler will not have water spots
- Face tissues box to be replaced when 5 pulls are balance
- Pens to be checked for flow. Dry refills to be removed given to stores for replacement.



## VIP ROOMS

- 1) Rooms will be checked by Executive Housekeeper or Assistant Housekeeper
- 2) Flowers will be changed at each morning service
- 3) Housekeeper will call and find out if guest requires anything special and personally follow up on it.
- 4) Corridor will be free of papers, dirt and litter at all times. Corridor will be vacuumed at 3.30 p.m. before morning shift leaves and at 9.00 a.m.
- 5) Floor lift grooves will be kept clean and shinning.
- 6) Trolley will be kept 1 away from wall
- 7) All trollies will have rubber bumpers
- 8) Linen and trolley bags will not be torn and will fit without folding.
- 9) All trollies will not be scratched or stained and will be greased each month and paint touch up every 2 months
- 10) Except maids trolley other work trollies will not be brought into the corridor.
- 11) There will be no F&B trays or flasks, cups and glasses on the corridor any time.
- 12) Pantry sink will not be choked or dirty
- 13) Pantry floor will not have litter and F&B trays will be stacked neatly.
- 14) Pantry area will not have mattresses, extra chairs, roll-a-way beds etc. lying outside
- 15) Pantry area will be completely free of any obstructions.
- 16) Floor linen room will be kept neat. All linen stacked neatly. There will be no litter and garbage.
- 17) All garbage will be sent to garbage room daily on each shift.
- 18) All vacuum cleaners will be emptied and dust bag brushed.
- 19) All vacuum cleaners will be wiped at 3.30 p.m. every day.
- 20) Vacuum cleaners will be stored on the shelf made
- 21) Vacuum cleaners will not be pulled by the flexible pipe or wire but only by the handle.
- 22) Vacuum cleaners will be serviced every alternate months.
- 23) Trolleys will be set at 4.00 p.m. for next day.
- 24) Supply caddy will be cleaned and stored in linen room at the end of each shift.
- 25) All operational equipment will be wiped clean before leaving on each shift.
- 26) All sorted linen will be exchanged for fresh at the end of each shift.



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- 27) Daily Lenin exchange in each room will be checked by each Supervisor. Tally of linen made on daily basis to ascertain shortage and handover to linen room.

## BATHROOM

- Exhaust grill to be wiped clean every	alternate date
- To be painted	once in two months
- Floor of Bathroom to be scrubbed	once a week
- Walls tiles to be wiped and scrubbed	daily
- Tiles around tub area to be scrubbed	
- Soap dish in tub area to be washed after removing the soap	
- Shower head to be washed with soap water and scrubbed	
- All fittings to be wiped dry so as not to leave water marks.	every 15 days
- Drain to be clear. Drainage free flow of water. No hair in drain.	Daily
- Drain rim should be free of black or brown rings	daily
- Tub, W/C, and Basin to be washed with soap and scrubbed	daily
- Shower curtain to be dry. Wash any spots and to wash full	Daily
- To avoid yellow stains in W/C all vacant rooms W/C should be washed with brush and soap water	
- W/C to be disinfected with dettol	Daily
- Light grill to be cleaned	Once a month



## DESK OPERATION NORMS

- 1) All calls received in the department will be recorded in the message/maintenance register.
- 2) The Desk control register will be completed in each shift. All information to be recorded and carry forwards done for next shift.
- 3) Under repair rooms will be recorded accurately e.g. if room was under repair for A/C leak/carpet wet when A/C work is complete the column should show only carpet wet.
- 4) Desk must update maintenance register for jobs done and make pending maintenance lists.
- 5) Room out of order report will state clearly which rooms can be sold in case of emergency and which cannot.



## GUEST NORMS ON PUBLIC AREAS PUBLIC AREAS

Furnishing/drapes/carpets ceiling walls and floors	Should be attractive, free from dust, soils, holes, wear and tear, stains, chips flaking and cracks. Windows glass uncloudy and lights and fixtures: Operative condition. Carpet should not be separated at seams.
Rest Rooms	Clean sanitary fittings not pitted, tarnished. Should be free of pests and odour
	Free of litter, cracks, soap films, water spots, discoloured grouting offensive odour.
	Fittings should not leak
Directional Signs	Attractive, clean, shining
Ashtrays, lamps, furniture	Sturdy, free of chips, scars, ashtrays – free of cigarette butts, and litter at all times.
Public/House Phones	Disinfected, untangled cords, clean and odour free.
Stairways/lofts	Clean, dust free
	Carpet should not be frayed and separated at seams, grooves, clean and shining.
	Stairways and banisters, clean and dust free at all times.
Garden/Compound area – Perimeters of hotel	Clean and free of litter at all time.
	Garden should be neat and attractive with lawn mowed and plants trimmed, lush and should not be patchy.
Indoor Plants	Should be fresh in appearance with no dead leaves. Free of dust.



## NORMS ON PUBLIC AREAS

### LOBBY

- To be free of pest and odour. Pest control to be carried out daily.
- Lobby reception counter and lobby desk must have flower arrangements by 9.00 a.m.
- Lobby to be manned 24 hours.
- Lobby corners to be free of any dirt and collection of black marks. Grouting of edges not to be discolored.
- Lobby to be dust mopped continuously to give continuous shine.
- Lobby marble should not have foot marks.
- Lobby marble to be free of stains and blotches.
- Lobby toilet will be manned all 24 hours by lobby Housemen and whenever there is a party or on high traffic days additional staff will man lobby toilets.
- All brass or copper finish should be polished and fire shinning appearance.

### PLANTS

- Planters to be free of water collection
- Plants to be wiped daily with wet sponge at 9.00 a.m.
- Planters if metal to be shinning
- Plants to be fresh and should not wilt or have a dead appearance. No yellow leaves. Gardener will clip and sprinkle leaves with water during morning rounds at 9.00 a.m.
- Plants to be changed weekly as per Schedule for each area.
- Plants without Planters to have a plate to catch water and to prevent floor stains.

### LOBBY GLASSES

- Should be free of finger prints at times.
- Should be uncloudy without scratches.
- Glass frames should be free of grease stains and should not have scratches.
- Door plate on floor should not have black marks. Swivel portion should not have duet and black stains.
- If door close is used the closer is to be dusted daily and tree of dust and grease.



## **CHANDBLIERS OR LIGHT FITTINGS**

- Should be dust free and should not look dull.
- All bulbs in working order.
- All bulbs voltage to be checked for standard
- Fittings to be secure. Without gaps around them
- Ceiling lights should have no finger prints around them (which happens when changing a bulb)
- Ceiling to have no cobwebs or cracks.
- Ceiling should not have flaky paint or black uers or fungus.
- Bracket lights to be tightly fitted and should not be crooked.

## **TELEPHONES**

- To be disinfected with Dettol at each cleaning service.
- Receiver and mouth pieces rim not to have black line
- Phone to be polished with min cream daily.
- Phone cord to be free of tangles
- Phone cord not to have dust at curved
- Phone to be odour free.

## **FURNITURES / UPHOLSTERY / ARTIFEX**

- Furniture must be in a good polished condition.
- Furniture should not have scratches
- All furniture polish should match to check each time maintenance polish that colour does not change.
- Furniture to be sturdy -check for loose chair /handles at each daily dusting.
- Cushions should not sag.
- Cushion should fit firmly on the chair.
- Cushion covers where it rests on the chair should not have dust, cigarette butts, paper etc.
- Chair of sofa underside should not have cobwebs and should be in dusted and clean condition.
- Upholstery is not to be torn of faded or spotted and stained.
- Carpets to be vacuumed daily – free of spots, stains and should not have threads hanging or separated at seams.



## ASHTRAYS

- Not have cigarette butts, paper or litter
- Clips in Ashtray to be washed and without pen stains
- Ashtrays to be free of dust and shinning
- Under Ashtray to be cleaned.

## LIFTS AND STAIRCASE

- To be free of dust at all times
- All bulbs in working order
- Ceiling fan not to have dust and dirt hanging
- Ceiling not to have cobwebs and to be in good painted or polished condition.
- Lift carpet should not have frayed edges – should not be spotted or stained.
- Mirror and decorative items not to have spots be defaced or have dust or cobwebs on frames.
- Pictures not to have cobwebs behind frames
- Top of frames to be free of dust
- Lift doors to be without scratches or spots
- Lift buttons panel to be free of finger prints
- Under carpet to be free of dust.
- Lift to be checked for cleanliness every half hour.
- Staircase banister not to have scratches and should be dusted daily.
- Staircase marble to be scrubbed daily to maintain.
- Staircase sides not to have finger prints
- Staircase walls not to have finger prints
- Staircase skirting edges not to have black marks
- Staircase grouting at edges not to be discoloured.

## DIRECTIONAL SIGNS

- Brasso marks should not be seen on the wood supporting board.
- All alphabets and numbers to be shinning.
- The base wood board to be free of dust on top edge and surrounding area.
- There should be no cobwebs around the frame.



## **LOBBY CLOAKS**

- Floor should be dry at all time
- Should be free of odour and insects
- Tiles to be without stains or grouting discoloured
- W/C should not have yellow stains
- W/C seat should fit securely on the bowl should not wobble
- W/C seat cover should not be stained
- W/C to be disinfected with dettol.
- Flush handles to be free of water stains
- Ladies cloak must have at all times sanitary bags
- All W/C cabins to have a dust bin
- One dust bin to be kept in wash basin area
- Basin Counter not to be wet
- Basin not to have water marks
- Drain edge not to have yellow sediments
- Drain to be kept shining free of hair
- Fittings should have no water spots or sediment collection around the fittings
- Chrome not be tarnished
- Under basin tiles not to have black soap marks or dirt
- Under basin bottle trap and taps not to have film of firt and water marks or discoloured.
- Urinal pipes to be wiped daily and free of water marks
- Urinals to have at all times 24 moth balls
- Urinals not to have a urine smell.
- Window edges and skirting edges not to have black marks
- Door closer not to have film of grease dirt.
- Door hinges not to have layer of dust particularly at 45 degree angle.

## **COFFEE SHOP**

- To be cleaned thoroughly at 02.00 a.m.
- Sweeping/ mopping dusting to be done after every major meal i.e. after breakfast 9.30 a.m. after lunch 3.00 p.m. before dinner 6.00 p.m. and after dinner 10.30 hours.
- Continuous check to be made after an occupied table leaves table area floor to be cleared



- Housemen to be available in Public area all 24 hours especially during meal times.
- F&B to be informed how to contact
- Not to have any litter on floor at any time.
- Table stands not to have foot marks. To be dusted at 2.00 a.m. cleaning service
- Chair leg ends not to have mop marks or scratches. To be rotation cleaned at 10 chairs a day.
- Chair not to be shaky, cushion to be dusted from underside daily.
- All artifact to be dusted at 9.30 a.m. service

## RESTAURANT

- Must be cleaned so that it is ready 20 minutes before starting time.
- Carpets must be vacuumed only on daily basis.
- Chairs should not have dust on bottom cross bars to be cleaned at each service
- Chair and sofa upholstery must not be torn, stained or faded
- Chair should be sturdy and not wobbly
- Polish should be of uniform colour
- Walls should not be patchy, flaky and should not have finger prints.
- Housemen to be availed in public areas at meal times.

## FUNCTION HALLS

- Cleaning must be started within 20 minutes of the function being over i.e. as much time for service staff to remove their belongings.
- Walls finger prints must be removed immediately at each cleaning.
- Carpet stain removal to be done at time of cleaning Carpet to be vacuumed daily.
- Attached terrace or balcony must be scrubbed after each party.
- A standard or one buffet and one head table arrangement must be provided. Additional requirements on request only.
- Before function hall is to be checked by Executive House Keeper or in absence Assistant Housekeeper for aesthetic appearance. Frills should match and fall properly. Linen is in crisp stain free condition.
- Plants to be placed before function and removed on completion of function.
- Planters to be positioned in the hall permanently. Only plants to be removed and replaced.



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- Plants will not be placed directly on the carpet.
- Plastic will be placed under each planter
- If planter is not available, a plate will placed under the pot.
- Pots must not be kept without planters.

## STAFF NORMS

### HOUSEKEEPING STANDARDS:

In Housekeeping standard involve:

- Quality
- Methods
- Equipment
- Time

#### QUALITY:

Determination of cleanliness levels is difficult. Levels are affected by ability of the man doing work, fatigue, and intelligence, quality of Supervisor on motivation and training and equipment.

Quality is measured on the basis of acceptability or unacceptability of work against an arbitrary standard.

e.g. a floor cleaned daily and polished at high frequency will be of a higher quality of cleanliness than one done once a week. Frequency determination is most useful when a job cleaning is done intermittent basis.

#### STANDARD METHODS

A standard must be one that can be met by a general worker. Both materials and equipment have direct effect on methods. Methods should indicate How, What and Why?

A PROJECT METHOD indicate man power, materials, equipment required for stand method e.g.

Project	Materials required	Equipment required	Method
Scrubbing floors space 20 x 20 ft cluttered	General purpose detergent	1. Bucket 2. Coir brush 3. Mop 4. Squeezer	1. Apply detergent 2. Scrub with Coir brush 3. Squeeze and mop

			4. Clean portion of sq. at a time
Scrub uncluttered area - large	All purpose cleaner or hard cleaner depending on	Wet/dry combi or wet/dry vacuum	Start from far end and work towards door entrance

Basic principle in performing manual work is to utilize as few muscles as possible and favour use of larger muscles.

### **Dust Mopping**

- Lift mop as little as possible to avoid dripping of duet from the mop onto the surface.
- Standard height is 5'
- On very heavy soiled floor use wet mops.

### **Wet Mopping**

- Change water frequently
- To prevent accumulation on sides run mop parallel to wall on slides so that "B" along wall is done. Then mop is figure of 'S' keeping away from the sides.

### **Floor Care methods**

#### **CARPETS**

- Carpet to be vacuumed daily
- Clean spots immediately
- Shampoo at set intervals by trained staff
- Caution against spilling other materials on carpets as they are a common cause for unsightly spots
- Stitch frayed areas and watch for wearing in traffic areas.

### **CONCRETE**

- Clean frequently
- Avoid acids
- Wax after cleaning



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## **MARBLE**

- Regular dust mop
- Regular scrubbing
- Regular wax and use sealer
- Avoid acids

## **WOOD**

- Dry dust mop and vacuum
- Avoid water in excess as wood will warp
- Avoid oils and grease.

## **WAXING/BUFFING**

- Clean floor thoroughly
- Wax with a clean cotton mop
- Use single disc machine with soft pad



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## TIME STANDARDS

Only when a given job is performed in a standard method, standard personnel using standard materials and equipment can time standards be accurate.

- i) Actual time taken to complete the given job with specific number of personnel. Interval records are useful if work is performed under supervision and with use of standard methods etc.
- ii) Time standards cannot be made on average listing of various organizations. Standard developed for other tan ones property can be used only as a comparative.
- iii) Established time standards for every given job.



## HOUSEKEEPING SUPERVISOR

Quantitative: Ability to perform effective supervision within time standards given. Figures are only a guideline as there are many variables effecting the performance of time of Housekeeping jobs.

Through checking of one room	7 minutes
Taking roll call, checking grooming Assigning jobs to staff	10 minutes
Initial round of area and equipment Checking	10 minutes



## ROOM ATTENDANT

Quantitative: Ability to perform tasks to the desired standards within the time standards given.

Figures are only a guideline as there are many variables effecting the performance of time of Housekeeping jobs.

Setting trolley	7 Minutes
Room cleaning	30 Minutes
Vacuum Carpets (250 sq. ft.)	6 Minutes
Dusting and Placement of Supplies (250 Sq. ft.)	5 Minutes
Bathroom	10 Minutes
Polishing, stain removal etc.	5 Minutes



## HOUSEMEN

Quantitative: Ability to complete work assigned within the time specified and in accordance to time standards laid down.

Figures are only a guideline as there are many variables effective the performance of time of Housekeeping job.

Desk or table waxing/ polishing	10 Minutes
Desk top glass table	2 Minutes
Soap dispenser refill	1 Minutes
Dusting average size Executive office	3 Minutes



## DUSTING BREAKDOWN

Large Chairs	40 Seconds
Small Chairs	20 Seconds
Med. Table	22 Seconds
Door Dusting	25 Seconds
Waste Basket	15 Seconds
Telephone	9 Seconds
Ashtray	15 Seconds
Lamps	8 Seconds
Miscellaneous	30 Seconds
Tile washing per sq. ft.	9 Seconds
Window clearing per sq. ft.	10 Seconds
Vacuuming of carpets - 250 sq. ft. 6 Minutes Scrubbing Auto - 1.00 sq. ft.	30 Minutes
(Wet/dry combi)	(double fig. in case of separate machine)
Scrubbing Manual per 1.00 sq. ft.	120 Minutes

## EQUIPMENT

The Housekeeping Staff of any institution can save time, energy and money by using the right equipment.

An economic analysis will indicate that in general, the largest most durable pieces of Housekeeping equipment that can be fitted to a given job is the best investment.

It is better to buy dual purpose equipment. Once a piece is selected, buy additional units of the same type. In standardizing equipment, the following advantages are obtained.

- Ease of maintenance, easy renewed parts, easy replacements.  
Advantages of use of correct equipment.
- It reduces fatigue, increases productivity
- Does a better job more efficiently
- Reduces much movement because of extension pipes etc.
- It is a status symbol and therefore Morals builder

### Selection of Equipment – (Advantages of use of correct equipment)

- When determining specifications, consider, size, appearance, weight, noise, attachment, maneuverability, electrical characteristics, safety features.
- When determining size consider:
  - total area for cleaning
  - congestion of the area
  - Weight and portability especially when it has to be transported
  - For uneven floors use larger machines



## SPECIFICATIONS

- i) **Vacuum cleaners:**  
**Function** – for cleaning carpeted floors, extension pipes for suction, cleaning of drapes, grills – makes cleaning efficient.
- ii) **Scrubbing and scarifying Machine:**  
**Function** – Scrubs and Scarifies and polishing of hard floors.
- iii) **Wet Vacuum Cleaners:**  
**Function** – Suitable for all types of application. When floor drying is required for sucking sludge dirty water from floor dry.
- iv) **Wet/Dry Combi** (if this is used scarifying and wet vacuum not necessary)  
**Function** – does same work as scrubbing and wet vacuum cleaner together. Applies cleaning solution to floors. Scrubs with brushes and sucks up dirty water all in one single operation.
- v) Roll-a-way bed
- vi) Mattress for Roll-a-way Bed
- vii) Baby Cot
- viii) Mattress for Baby Cot
- ix) **Housekeeping Supply trolley**  
**Function** – A rolling housekeeping room accessorized to meet particular needs.
- x) **Linen Carry Trolley**  
**Function** – To carry linen and supplies to and from various areas.
- xi) **Special Cleaning trolley:**  
**Function** : provides and rolling cleaning equipment store with provision for mopping equipment, rubbish sack, buckets.



Eliminates unnecessary back and forth movement. Very suitable for public areas especially team cleaning.

xii) **Supply Caddy:**

**Function:** holds all the basic guest room cleaning supplies. Bail-type handles allow easy carrying of supplies into the room where the job is done. Partitioned to fit all cleaning supplies

xiii) **Mobile Frill Caddy:**

**Function:** two tier caddy with clip hangers. 30" difference between rods allows neat hanging when not in use, without creasing or wrinkles.

xiv) **Step Ladder:**

**Function:** for cleaning above level of reach, which the vacuum cannot effectively perform

xv) Sewing Machine

xvi) Cupboards for Lost and Found



## OPERATION NORMS - STAFF

- 1) All staff will report in the department in uniform 15 minutes before duty timing.
- 2) Supervisor will take grooming and grade staff will be shaven, in shoes and with neat hair and nails clean.
- 3) Briefing will be taken for 7 minutes. All messages for respective area and special service given.
- 4) All keys taken must be signed for
- 5) Trainees on duty will not be issued master keys. Only on probation will they be issued floor master keys.
- 6) Staff will not talk in high tones in any area of work
- 7) Staff will always walk on left side of corridors.
- 8) Double duty will be compensated by compensatory off. All compensatory off's must be completed within the next 45 days. There will be no C/F of compensatory off's, Compensatory off accumulated will not be taken as P/L. Proper records will be maintained for this.
- 9) At any given time

One Supervisor will be given CL or PL
Two Housemen will be given CL or PL
- 10) Proper staff placement record will be maintained.
- 11) Attendance record will be maintained in the department.
- 12) Outgoing shift will not leave the department until each of the replacing incoming shift has come.
- 13) Handing over and taking over formalities for keys, messages, and materials will be done before each shift leaves.
- 14) Each shift will leave only after all work of that particular shift is completed e.g. Morning shift can leave only after the work of all rooms serviced is conformed to with exception of DND or Refused service in which case proper handing over is done.
- 15) Department communication will be done in writing (Log Book) as well as verbal where explanations are required.
- 16) Staff will be given time for break:



Morning Tea	10 Minutes
Lunch	40 Minutes
Evening Tea	10 Minutes

17) Record will be maintained in the department for sign out and in.  
18) Staff will be allowed the above break timing in staggering form:  
Odd number floors will go together and on return even numbers will go.  
Lobby and Pool Staff will alternate so as to relieve each other  
Basement and Health Club Houseman will alternate so as to relieve each other and so on.  
Appraisal forms of staff will be made every quarter, supported by Tests.



## LINEN / UNIFORM

### GUEST NORMS

1. Linen on eh bed or in F&B must be crisp, free of stains, holes or mended areas. Linen must not be frayed. Towels should be fluffy and soft. White linen should be sparkling white and not yellowish or grayish. Coloured linen should have brightness of colours.
2. Uniforms should not be limp, yellowish, torn and crumpled.

All staff will be issued Uniforms as per Policy laid down.

Each staff will be given a trial and fitted into the Uniform

Uniforms will not be ill fitting and should not be discolored.

### OPERATIONAL NORMS

Linen room will open at 6.45 a.m. and close at 6.00 p.m. All linen to all areas will be issued only during this period of time.

### NORMS ON UNIFORMS

All employees to be well dressed, well groomed in neat clean attire.

On joining each employee will be provided with a prescribed set of Uniform - design and material of which will be entirely the prerogative of management.



## HOUSEKEEPING SYSTEMS

<u>NOS.</u>	<u>PAGE</u>
Desk Operation	S-1 to S-4
Guest Facilities	S-5 to S-8
Lost and Found/Gate Pass	S-9 to S-12
Guest and Cleaning Supplies	S-13 to S-15
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Engineering and Housekeeping	S-20 to S-31
Rooms and Public Areas (a) Room inspection (b) Rotation and cleaning schedules (c) Service Conditions	S-32 to S-62
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List of Files/Forms and Formats	S-84 to S-86



## DESK OPERATION

### SYSTEM FOR DESK OPERATION

For proper smooth functioning the central focal point, through which all communication between Housekeeping, the guest and other departments is maintained is the Housekeeping Control Desk.

For this purpose the desk will be manned by a Housekeeping J attendant level staff round the clock (24 hours).

For effective shift to shift handing over records will be maintained as follows:

In case of computerisation all the following information will be on the computer instead of the register but the eye tern remains the same.

#### i) Desk Register

A control register will show at a glance the exact position of the condition of rooms i.e. departures, pending for clearance, under repair rooms, VIP in house, extra items given, room change, extra bed, baby cots, etc.

The Desk attendant will be responsible on each shift to fill in and update accurately this register. Maintain a follow up on extra items in rooms removed on departure.

Iron and hair dryer given to guests should be received back during the shift in which it is given. There should be no carried forward of these items. In other words the desk attendant should call the guest after about an hour and half and request for the item (as per training given). If the guest is not in, the floor attendant should be asked to bring down the iron given. Iron given to the guest should be accompanied by an ironing board.

All items provided to guests on request basis like hair dryers, irons etc. will be kept in a lockable cupboard at the Desk. The Desk attendant will be responsible for all



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such items and Will handover to next shift supervisor through written communication in a register designed for this purpose.



## ii) **Departure Control Sheet**

This will be maintained for coordination with front office on check outs and clearance indicating time and name of person to whom rooms are given as check out, and rooms cleared by Housekeeping.

This enables Housekeeping to study clearance time period and delays thereof as also discrepancies with Front office. This can be a combination of the Desk register in small properties.

## iii) **Housekeepers Room Status Report**

This will be compiled by the Supervisor at the Desk from individual reports from floors as per timings indicated.

## iv) **Occupancy Reports**

The hotel will make the morning occupancy report at 9.30 a.m. on floors which means that by the time compilation is done it should reach Front office by 10.30 a.m. 2.00 P.M. AND 7.00 P.M. but may vary from property to property.

## v) **Room out of order Report**

This will be submitted along with the Housekeepers status report to be circulated to Front office, Engineering, R.M. This report will be sent to Lobby Manager and will state exact nature at defect in these rooms. If rooms have a very minor detected and can be used in case of emergency this will be stated in the report to show "can be sold in case of emergency at discretion of Lobby Manager or emergency let out". Such rooms will be kept ready by Housekeeping in all respects. Room with major defect "cannot be sold" will be mentioned clearly.

## vi) **Message/Maintenance Register**

This is maintained for coordination between Desk, guest request calls and maintenances, which will indicate time of calls received from guest, time and name of person intimated for followup action to be taken as also calls received from area Supervisor for rectification, maintenances to be attended in their respective areas.

## vii) **Missing/damages Register**

This register will be maintained at the Desk for the purpose of missing or damaged items and person reporting will make necessary entries in it.



Any report of missing or damaged items from guest rooms or any area under the scope of Housekeeping is to be reported to Lobby Manager. A rate list will be maintained at the Desk and Lobby Manager will at his/her own discretion charge the amount to guest account.

**viii) Master Keys/Key Register**

Housekeeping is responsible for controlling the use of master keys and other keys pertaining to the house. Responsibility has to be pin pointed in order to safe guard against the 10sB of any key. A register will be maintained at the Desk for issue and return of keys to all staff whether Supervisor, Maid or Housemen.

Each person receiving a key will sign the key register under the appropriate key number and will be wholly and solely responsible for the key on that particular shift until it is handed back at check out time and signed for.

The Desk attendant incoming and outgoing of each shift will count the keys and proper written communication of handing over/taking over the keys will be noted in the lof book. E.g. 5 keys handed by \_\_\_\_\_ to \_\_\_\_\_ in both cases signatures only will be valid.

The key cupboard will be locked at all times and will be the responsibility of the Desk Attendant. The key register will be checked daily by Executive Housekeeper or Deputy.

**ix) Log Book**

This book will be maintained at the Desk for all written communication, between Supervisors for handing/taking over and special messages for Service etc. All communication from shift to shift will be in written form to avoid shifting of responsibilities. Any untoward incident Or other than regular incident will be logged for record purposes.

**x) Grooming Register and Attendance Register**

Will be maintained at the Desk. The Supervisors responsible for taking roll-call will check personnel and ensure that all staff are groomed as per standards set in the personnel manual.

Desk files will be maintained for VIP's and permanents Groups/crews Functions Supervisor Periodic clearing Preventive Maintenance.



## GUEST FACILITIES

### SYSTEM OF GUEST FACILITIES

The entire Housekeeping department must be aware of all facilities provided to the Guests and how to provide these facilities within the shortest time span.

Housekeeping will provide free of cost certain request items such as bed pan, urinal, iron board, hot water bag, ice-bag, hard board, multi plug, hair dryer, baby cot, any lines item, shoe shine service.

#### i) Baby sitting

Housekeeping will entertain requests for baby sitting at a fixed rate per hour as decided by management. The staff members assigned to this job will not:

Leave the premises of the hotel with the guests.

Will not be allowed to enter the hotel public areas and restaurants with the child but will be restricted to the room and floor area and area within the Housekeeping department.

The money collected from babysitting will be disturbed as follows:

If babysitting is done during duty hours the entire sum collected will be put into the Housekeeping kitty.

If done off duty hours a rate of 2/3<sup>rd</sup> of sum collected will be given to the baby sitter and balance 1/3<sup>rd</sup> added to kitty money.

At the end of each year the pool money will be distributed equally to all non-supervisory staff members within the department. Signatures for distribution obtained and any fractional amount remaining carried forward to the next year.

A register for babysitting and money collected and distributed thereof will be maintained.

#### ii) Package/Parcel

Housekeeping will carry out guest request received for packing of items. Housekeeping will pack the item and returns to guest or Bell captain whoever is the originator of the request. There may be a nominal charge for this service depending upon materials used at discretion of the Housekeeper.



### iii) Tailoring

Request for minor jobs which can be done without such time consumption by the department tailor and which does not involve major cutting e.g. open seam stitching button stitching etc. should be accepted by the department at a nominal charge.

### iv) Flowers

If there is no florist shop within the hotel, Housekeeper should endeavour to meet guest requests for bouquets etc. between 9.00 a.m. to 6.00 p.m. from the florist supplying flowers to the hotel.

Policy for stocking of tooth paste/tooth brush etc. for guest on a chargeable basis

The standard and systems to be followed for the above are:

#### a) Specifications and brand names to be stocked:-

Tooth paste	50 gms	Colgate and Closeup
Tooth brush	Regular	Colgate and Cibaca
Shaving Cream	50 gms	Palmolive and Godrej
Disposable Razors		Gellette
Combs		Use the Resort combs

#### b) Chargeable rates:-

The guest is to be charged 20% above the cost price of each item.

Please obtain from Purchase the rates of all the above items, add 20% of the cost and round off the figures. The list of the saleable price should be affixed on the housekeeping notice board.

#### c) The system to be adopted is as follows:-

- 1) To start with, raise a requisition for 12 Nos. of each item i.e. 6 Nos. of each brand.
- 2) Open a register with the following columns:-

Date	Receipt	Issue	Balance



The other half of the page will show:

Date	Room no.	Item	Quantity	Voucher no.
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This will help you to keep a running stock as well as, you will know what you have earned.

- 3) When you receive a call from the guest requesting for any of the above items, the staff should be trained, for example if a guest request for tooth paste the staff member will say, "Sir, we stock Colgate and Close Up, which one will you prefer?" Send the brand according to the guests preference.
- 4) The miscellaneous charge order (MCO) will be raised for the item sent to the guest along with the cost. This the guest will sign and the sum will be forwarded to Front, office under signature.
- 5) The Executive Housekeeper will be responsible for ensuring that sufficient stocks are maintained depending on the usage. A par stock is to be fixed for items which should be kept in the emergency cupboard so that, at no time is the guest refused because of non-availability of the item.



## LOST AND FOUND / GATE PASS

### LOST AND FOUND POLICY

The system to be adopted is:-

Any article left by the guest in guest rooms or public areas is to be immediately handed over to the Supervisor who in turn will inform the Desk and Lobby Managers.

- If the guest is still within the premises of the hotel the same will be handed over to the guest.
- If, however, the guest has checked out the item will be classified and recorded in the respective applicable register and handed over the Executive housekeeper (EHK) for storing.

In the above case the details to be followed are:-

(a) Classify the items:-

Valuables: Jewellery, gold, diamond, camera, currency notes, electronics, clothes over Rs.500/- and by assessment anything over Rs. 10,000/-

Non-valuables: Cosmetics, bags, shoes, clothes and anything that by assessment is felt the guest may claim.

Perishable: Food items or items that can get spoilt

Liquor.

(b) After classification, items will be dealt with as follows:

#### **Valuables**

To be entered in the valuables register and in the slip book which is serially numbered? Four copies of the slip are made.

1<sup>st</sup> copy is kept with the article.

2<sup>nd</sup> copy is sent to Security.



3<sup>rd</sup> copy is given to Employer.

4<sup>th</sup> copy is kept on the book for HK record.

Item is then handed over the EHK who will store it in the locker assigned to valuables.

- (i) The EHK will get the address of the guest from the front office (FO) and list it in the column of addresses in the valuable register. A letter will be written to the guest informing him that the item has been found by the hotel. The guest is requested to inform the hotel what should be done with it. On receiving the reply from the guest, action will be taken accordingly.
- (ii) If no reply is received from the guest or the address is not, available, the item will be kept for ONE YEAR after which it will be given to the finder. Signature will be obtained of the finder on the register.

The gate pass will be made in triplicate signed by EHK. Original copy given to the employee along with the item. Second copy will be given to the security. Third copy is kept on record.

#### **Non-valuables:**

The procedure followed for this is the same as valuables except that:

- (i) Letter need not be written to the guest informing him that the items has been found.
- (ii) Item will be kept for 3 MONTHS after which it will be given to the finder and the procedure adopted for disposed off within 24 HOURS under proper employees' gate Pass system.

#### **Liquor:**

All Liquor is to be handed over to the F&B Controller and nothing is given to the finder. Signature will be obtained on the register of the F&B Controller.

- As regards any item, where the finder is no longer with the hotel, at the time when the disposal of L & F takes place - the item is to be considered as a Pool Item. This may be given to such staff who do not get L&F. e.g. staff handling Uniform room/Linen room/Public area/Flowers etc.
- In the first week of every month the Lost and Found register is to be reviewed and non-valuables 3 months prior are to be disposed off in order to



maintain the continuous cycle e.g. in the first week of April all non-valuables of December should be disposed off so that we have 3 months stock and the current month Each months- should be stored on individual shelves and the shelf labeled with the respective month.

- The valuables will be kept in the separate locker in the cupboard. If there is no locker available in the cupboard, a locker may be taken from the Front Office for such purposes.
- Holds up items are to be kept under a separate shelf labeled "HOLD UP".
- Keys are to be handled only to the EHK. In her absence storage or claims of L&F will be done by Lobby Manager in presence of security and HK supervisor. Disposals to finder will be carried out when EHK returns if on leave (which is not usually more than 20 days) and if it is for a longer period the deputed EHK will do the necessary.



## SYSTEM FOR ISSUE OF GATE PASS

- 1) Gate pass is a document authorizing removal of property from the premises. Any item removed from the department in the form of gift or Lost and Found must be supported, by a Gate pass. The authorizing signatory in such a case will be only the Executive Housekeeper or in her absence the deputy. A gift item must be supported by a guest slip stating that the item is a gift.

Any item sent for repairs or otherwise returnable will be sent on returnable Gate pass signed only by Executive housekeeper or deputy and follow up maintained for its return.

- 2) Linen or uniforms if sent to an outside laundry - the linen/uniform room Supervisor will be authorized to sign gate pass for removal of only such items which are returnable and specifically sent in sealed bags subject to security check for verification at any given time.
- 3) Gate pass books will be received through security on one for one exchange basis.



## GUEST AND CLEANING SUPPLIES

### System of guest and cleaning supplies

#### 1) Establishment of stock

A budgeted yearly quantum based on occupancy will be fixed for guest/cleaning supplies, office stationery and formats.

Par levels to be ascertained so that at any given time one and half stock is with Housekeeping for circulation. Floors, P.A. to be issued weekly stocks on fixed par basis and half operating stock will be kept in centralized Housekeeping store for emergency use.

#### 2) Distribution methods

- Par stock will be established for each floor and Public area.
- On a given day of the week (the day to be established by the Executive Housekeeper on a lean work day) the floor Supervisor will take an account of the actual stock in each floor linen room. This will be handed over to the Executive Housekeeper.
- Actual stock will be subtracted from the par stock and stock requirement for each floor will be determined. Issue to each floor will be made on these bases and not on adhoc basis.

#### 3) Control and quality procedure

- Housekeeping will maintain a stock ledger or cards and each week entries will be made of receipts from general stores, issues to floors, public area and balance thereof.
- Indents for the next week will be made on consumption during the previous week so that a constant par stock is maintained.
- Each floor Supervisor will maintain a record of stores issued on each day to each maid/houseman and will tally consumption with actual load of work.
- Weekly consumption will be worked out and indents by Housekeeper for centralised store made on this basis.
- Any stocks removed from the stores between issues will be entered immediately on the cards maintained.



- Physical inventories of actual stock will be taken each month and records updated.
- Physical inventory figure will be reviewed for actual consumption against budgeted figures and steps taken for corrective measures, if any.
- Each week when stocks are received a quality check will be made to ensure that materials received are as per original specifications and samples.
- Maids/Supervisors will be trained to immediately reject and bring to the notice of the department, any substandard stock received.



## SYSTEM FOR USED GUEST SUPPLIES

Every day each floor will bring down used Supplies as follows:

- (1) Used soaps will be collected neatly in an old glass wrapper and brought down to Housekeeping department each day. Housekeeping, department will keep a carton in which all these used soaps will be Collected. They may be used in Staff Lockers and Public Cloaks and any in excess will be returned to Stores for sale.
- (2) Used Sewing Kits will be collected on the floor each day and brought down and handed over to Uniform department. Uniform department will remove buttons, needles and safety pins in separate boxes and consume for departmental use.
- (3) Used Shower caps will be handed over to Uniform room. Uniform room will store them and issue them to Engineering Department for painters and masons whenever they require.
- (4) Used Vallet Bags/Laundry Bags will be brought down to Housekeeping department. These will be used for Lost and Found packaging.
- (5) Used Scribbling Pads will be brought down to Housekeeping. The good pages will be removed, collected and handed over to Stores who can give them to the printer for binding as per specifications.
- (6) Used shampoo bottles will be brought down to Housekeeping and the same will be sorted. The Evening Desk Attendant will refill the good ones and the same will be put in circulation. Soiled bottles will be returned to Stores for sale.
- (7) 1/4" left over toilet rolls will be brought down to Housekeeping and used in Locket rooms.
- (8) Each day all the used items will be brought down and should not be collected on the floor pantries.
- (9) All bud vases which are removed from VIP rooms must come down each day.
- (10) This will help maintain the Linen rooms in clean and neat condition.



## CO-ORDINATION WITH DEPARTMENTS

System for co-ordination with other department

Each department is established to carry out its own specialized functions, yet each is an important part of a whole operation and coordinate its activities with those of other departments.

For effective coordination, systems are evolved, and formats designed as follows:

### FRONT OFFICE

Rooms are the chief concern of both departments; they must continuously exchange information on room status. Proper planning between the two departments can help maintain desired occupancy without disruption of Housekeeping's room maintenance schedules. Exchange of information on:

- Check outs/under repair rooms
- VIP's expected or in the house
- Discrepancies in occupancy
- Group movement sheets
- Rotation of fixed crew rooms
- List of permanent and regular guests
- Forecast on room occupancy to enable Housekeeping plan renovation/cleaning schedules is a continuous process.

Reports to Front Office	Frequency	Copies to
Room status Report	Daily – thrice	Accounts
Rooms out of order	Daily twice	Enggn./ G.M./R.M.
Chargeable extras	As and when	
Guest Laundry Summary	Daily	Accounts



## FOOD AND BEVERAGE

A large part of the public areas comprise of Food and Beverage outlets.

- 1) Co-ordination for proper and regular and periodical cleaning functions for upkeep of these areas.
- 2) With room service department arranging for removal of trays or for placement of VIP fruit basket center around Housekeeping.
- 3) Food and Beverage linen and uniform requirements necessitates constant contact with staff of these areas and as such one cannot operate effectively without proper rapport with the other.

Co-ordination formats	Frequency	Copies to
Line exchange slips	As per policy set	
Shortages of F&B Linen G.M./R.M./Accounts	Quarterly	
To receive functions sheets with details on requirements	Weekly	
Inventories of F& B Linen		



## LOBBY

On a day to day basis constant contact is maintained with lobby for activities centered around cleanliness, issue of uniforms and roam discrepancies and baggage clearance.

- Lobby Manager is informed by Housekeeping Supervisor of any damages or irregularities in guest rooms.
- At the discretion of the Lobby Manager rooms out of order may be sold on emergency
- Bell boys require chambermaids to open rooms for baggage clearance. Bell boys will not be permitted to enter guest rooms on their own. Housekeeping will ensure this
- Bell Captain will, with the floor maid, check rooms for discrepancies in Room status Report.



## PERSONNEL

The personnel must work closely with housekeeping for smooth staff operations through proper records, services, promotions and handling of grievances. Housekeeping will handle with Personnel, handling of grievances. Housekeeping will handle with Personnel.

Reports to Personnel	Frequency
Staff duty charts	Depending on frequency of Change
Department staff attendance record	Monthly
Leave forms	Daily
Overtime forms	Bi-weekly
Accident forms	When required
Performance reviews (trainees)	Monthly
Performance reviews (confirmed)	Half yearly
Uniform issues	

## Purchases

- 1) Purchases will not be made directly by the department. For all general store items indents will be raised to the store department who in turn will arrange to purchase items and issue to Housekeeping department.
- 2) When it comes to brand quality of all materials purchased for the department the Purchase together with Housekeeping pool their knowledge to consider the characteristics cost to availability of the product. Purchase keeps the Housekeeping informed of new products in the market for continuous upgrading of amenities.
- 3) A purchase requisition will be raised with exact specifications for items and authorising signature obtained. The requisition is then sent to the Purchase Department for procurement. No purchase will be made directly by the department.



Reports to Purchase	Frequency	copies to
Pending Purchase requisition	Monthly	GM/RM/HO

## TELEPHONES / T.V.

Co-ordination with this department for report on all telephones and T.V.'s rooms and public areas to be in constant working order. A job order for telephone or T. V. out of order is sent to the department and same system as maintenance job order for follow up maintained.

- 1) A Schedule for rotational check of room phones and TV's at the rate of all phones checked once a month is to be maintained.
- 2) A daily check of all phones in the offices and public areas to be maintained.

## HEALTH CLUB/SECURITY

Housekeeping is responsible for scheduling staff of these areas for maintaining cleanliness, for issue and exchange of Linen and Uniforms.

## ACCOUNTS

Accounts for verifying of bills and inventories and issue of stores and receiving items.

## ENGINEERING AND HOUSEKEEPING

- System of co-ordinating rounds
- Between Engineering and housekeeping
- There is a system of fortnightly round taken by Chief Engineer and Executive Housekeeper. The observations made during these rounds are listed out and circulated.
- Both long term and short term maintenance lists are being made every week. The same are being compiled and whatever we are spending at the end of the month are forwarded along with all Housekeeping reports.



- System on housekeeping maintenance follow-up
- Co-ordination with Engineering department.
- Most Hark Orders are issued in the morning shift, therefore:
  - a) The maintenance work order is made out in triplicate. Two copies are handed to the Engineering Department, and copy is kept at the desk for the Supervisors follow-up.
  - b) When the maintenance is attended, the Room Attendant and or the Floor Supervisor (depending on the nature of maintenances) sign the job order slips. The Engineering will return to the desk one signed copy and keep one for their reference.
  - c) The desk attendant will keep updating the maintenance attended to. The Supervisors of the respective areas, will, before going off shift, check the maintenance register and will also, further update the same.
  - d) This will leave only the unattended maintenances at the desk.
  - e) These slips are sorted out area wise, by the evening desk attendant, and again, what is actioned is marked and only those that are unattended are put in the respective area wise pockets and left for the morning shift.
  - f) The morning shift Supervisor, will take all the pending maintenances slips to the area and check ~8am for completion and for those not attended to, reminders will be sent. At the end of the morning shift, the Supervisor makes a list out and hands it over to the Executive Housekeeper.
  - g) The Executive Housekeeper will communicate with the Chief Engineer at the end of the morning shift and inform him of the pending list of maintenances, so that they can be attended to.

This system will follow a cycle on a day to day basis and thus we will have an absolute up date on the maintenance attended and those not attended to in a chronological order.

On every Tuesday of the week, the entire pending list will be forwarded under cover of a memo to the General Manager and a copy sent to the Chief Engineer and to Vice President Housekeeping at the Head Office.



A quarterly list is made of all major items in the rooms such as spotted mirrors, tarnished fittings, bath tubs-chipped or cracked etc. The circulation pattern of this is also as given above.

How to organize preventive Maintenance

All rooms to be completed once in a quarter.

All Public areas once in 2 months as per checklist already submitted above

- a) Housekeeping will take one ream every morning for preventive maintenance at 9.00 a. m. and inform Engineering department and also send a work order for room taken for preventive maintenance.
- b) Chief Engineer and Housekeeper will go together and check the room out and jointly access the condition and necessary repairs particularly in civil.
- c) The Engineering team consisting of electricians, carpenter, painter and mason should go to this room and each one will complete his individual job.
- d) Between 5-6 p.m. when the jobs are all complete the Housekeeper will go and check the room to ensure that the jobs have been carried out as per desired standards
- e) It is the duty of the Engineering department through the Supervisor and Chief Engineer to make sure that all maintenance aspects of that particular property are thoroughly checked out.
- f) The room should be released to the Front office preferably on the same day. Inability to do so in case of any major repairs, should intimate the Front office in advance.
- g) The Housekeeper will maintain a record of rooms completed day to day to enable to access whether all rooms have been done in any particular order as per room schedules.

Engineering will maintain their own preventive maintenance records.



## PREVENTIVE MAINTENANCE

### **Electrical**

- Check all switches/light fixtures
- 2 ways in working order
- Lamp sockets tight in good condition
- Lamp shades secure
- Bulb OK - check voltage
- Lamp base secure and tight
- Switch plate free of scratches
- A/c filter thermostat in clean condition
- A/c not noisy

### **Telephone**

- Dial functioning
- In good neat condition

### **Furniture**

Check drawers movement for smooth easy operation

- Check for good polish
- Surfaces free of stains, scratches
- Chairs are secure not shaky
- Headboards secure
- Bed castors tight freely move
- Pictures secure, clean, good colour

### **Windows/Mirrors/Hardware**

- Window latches operative
- Window beading fixed
- Glass free of cracks
- Mirror clear not cloudy
- Drapery channel movement
- Check door lock for operation
- Hinges, deadbolt, lubrication



- Door frame bumper secure
- Door fit smooth and light
- Door condition, hole, polish
- Door stops tight and secure

### **General**

- Paint peeling, flaking stained
- Ceiling clean, no cracks peeling
- Carpet in good condition

### **Bathroom**

- Shower head secure, clean has correct spray pattern
- Bath tile and walls - check for loose tiles, grout holes need for cawlking
- Toilet flush and drain -- no excess noise, leaks
- Toilet tank, tank top clean no cracks, secure to base
- Seat, hinges, bumpers all in good repair replace if in doubt
- Toilet seal - check evidence of leaks
- Hot cold faucets - check for leaks
- Shower/mixing value does not leak
- Chrome fixture appearance is bright - clean/replace if needed
- Shower rod, curtain, clean, chrome or plastic sleeve
- Basin "P" trap is clean, no leaks
- Toilet paper holder, properly mounted, clean
- Soap dish and grab bars are secure, good repair
- Towel rack - fastened securely, good repair
- Floor(s) clean and in good repair
- Bath privacy lock works correctly

### **General Areas**

- Emergency exit lights, sign in good condition
- Fire extinguishers in place, fully charged
- Automatic door closers working properly
- Stairways hand rails are secure
- Sidewalk, exterior walkways, good repair, clean
- Stairs free of debris, no loose treads, handrails etc.
- Background music/ public address system is effective
- Emergency exists kept clean of hazards, penic bars work correctly



## ROTATION SCHEDULES AND REPORT TO ENGINEERING

Housekeeping will make a check list every quarter and submit to Engineering a list of jobs requiring rotational alteration. Housekeeping will maintain proper charts or register stating details of date, etc.

Reports to Engineering	Frequency	Copies to
Daily maintenance pending list	Weekly	GM/HO
Shortfall of 25% of preventive maintenance rooms	Monthly	GM/HO
List for shower head cleaning and formation of deposit and uneven flow	Quarterly	GM/HO
List for bathroom tile	Quarterly	GM/HO
List for bathroom floor polishing	Quarterly	GM/HO
List of rotation on fixtures if tendency to tarnish	Quarterly	GM/HO
List for air-condition filter cleaning	Quarterly	GM/HO
List for tubs condition (cracked/painting)	Quarterly	GM/HO
List of tub edges/floor edges requiring epoxy painting	Quarterly	GM/HO
List of tube lights discoloured	Quarterly	GM/HO
List of mirrors stained to be resilvered	Quarterly	GM/HO
Equipment to be serviced i.e. monthly vacuum, fridges, TV's cooler	Quarterly	GM/HO
Movable trolleys for fluid wheel movement	Monthly	GM/HO
Painting of trolleys, racks in linen room as per requirement	Half yearly	GM/HO
Window locks		



Light cleaning of entire hotel Schedule to be made and followed.

## HOUSEKEEPING ENERGY CHECKLIST

### **Lighting**

- Lights should be shut off when guest are not in room.
- Bathroom heat lamps/lighting and exhaust fans if individual should be switched off. (if applicable)
- Lamps and lightings fixtures must be cleaned routine improve light output.
- Reduce use of lights during cleaning by turning on only lights in areas actually being cleaned.
- Lights should be labeled and turned off in linen .....maids closets and storage rooms when not in use.

### **Heating / Air-conditioning**

- Heating and air-conditioning should be shut off or not back when the room is not occupied.
- Rent rooms in "blocks" unrented "blocks" can be sent back even further than below.
- Fresh air or ventilation controls should be closed on heating/cooling unit (if applicable).
- Constructions (furniture, drapes etc) which restrict air flow from heating/cooling units must be moved.
- Grills on heating units should be kept free of lint and dust.
- Set up a weather board to remind employees how to set cooling or heating equipment when servicing the guest rooms. The manager or Engineers should check the weather forecast periodically.

### **Other**

- All faucets should be turned off.
- Open drapers and shades to make use of natural Light when available for servicing room.
- Close drapes and shades when cleaning is completed. This improves the insulating value of the window.
- Problems with heating and air-conditioning equipment, leaky faucets running toilets should be reported and repaired.

- Prominently display cards and stickers in guest rooms to encourage guests to co-operate in energy savings programme.
- Television and radio must be turned off when guest is not using them.
- Keep windows and outside doors closed. In heat/cooling season consider the use of air fresheners instead of opening doors and windows to "air" room.
- Bell men should turn heating and cooling system on only to moderate levels when showing rooms to guests and adjust thermostat to setting recommended by management.
- Lights and TV should be checked by bellmen when showing rooms to guest. Before leaving the Bellmen should leave on the lights or TV only if requested by guests.
- Maids should not be allowed to run TV for personal viewing when taking up rooms.
- A good room inspection programme should be implemented to insure against water waste from leaking faucets, flush valves, flush tanks etc.
- Saving energy of principal areas

### **Guest rooms**

In general you do not want to do anything to the guest room system that will create any discomfort or inconvenience for the guests. However this does not mean that you need to constantly waste energy and money on systems that operate unnecessarily. This only increases the room rate, which certainly does not benefit the guests.

As a first step you should be aware of those dates when low occupancy is expected. If the room usage can be restricted to only a few floors or a wing the property would not have to maintain full heating cooling or electrical service to those areas that are unoccupied. Management should therefore develop a means of identifying on the room racks those rooms which are served by the same energy systems. This will make it possible for the front office staff to assign rooms which will maximize energy savings.

Second get your guests involved. Many properties have been successful in reducing guests room energy consumption by asking their guests to turn off the television, lights and air conditioning or heating equipment. As follows:



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Dear Guests,

While energy curtailment had come to India also, it should not affect the pleasure of your stay.

We ask only the consideration you would observe in your own home under the same situation.

Please extinguish unnecessary lights.

Please turn off air conditioning when it does not affect your comfort.

Please report any hot water leaks or incorrectly functioning utilities you may observe.

There are a number of other actions related to specific systems or functions that can be implemented to reduce energy consumption in guest rooms.



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## REPORTING SYSTEMS

Report to be sent to Head Office by the 10<sup>th</sup> day of each month.

### HOUSEKEEPING EXPENDITURE STATEMENT FOR THE MONTH

Item	Sanctioned budget for the year	Expenses of the month	Balance amount	Remarks
Linen				
Uniforms				
Furnishings				
Laundry				
Flowers				

### HOUSEKEEPING STAFF TURNOVER STATEMENT

Category	Sanctioned manpower	Current manpower	New recruits	Resignation/ dismissal

### STATEMENT OF HOUSEKEEPING EQUIPMENT

Type of equipment	No. of units	Performance reports	Breakdown in the month	Action taken

### GUEST COMPLAINTS STATEMENT OF THE MONTH

Area	Nature of complaint	Staff concerned	Corrective action taken

### INVENTORY OF LINEN AND UNIFORM STATEMENT TOGETHER WITH AREA SHORTAGE REPORT

Area shortage report will indicate:

area	par stock	stock as on	shortage



	issured	inventory	
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### **STATEMENT OF HOUSEKEEPING SUPPLIES CONSUMPTION**

Area	Quantity	Consumption for the month	Rate	Amount
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This statement will list at the end number of departures, number of pax, and number of occupancy.

### **PENDING MAINTENANCE LIST FOR THE MONTH**

#### **HOUSEKEEPING ACTIVITY REPORT FOR THE MONTH**

- a) Upholstery should indicate list of all chairs changed, those require change etc.
- b) Linen Uniform - any new uniforms received, material purchased etc.
- c) Carpet shampoo - list of rooms and room numbers.
- d) Preventive maintenance - list of rooms and room numbers.
- e) This will give general feedback on the functioning of the department.
- f) progress on training and topics covered

Topics covered	No. of staff attended	Frequency
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## HORTICULTURE AND GARDEN DEPARTMENTAL MEETINGS

Should include dated on which meeting held and any important points raised by staff which require attention.

1. Rooms and public areas
2. Rooms and public area

### a) Room Inspection

Regular scheduled inspections are carried out of which quarter rooms are inspected monthly which shows whether systems are working, which areas may need improvement or revision and whether staff are performing tasks to plan.

Inspections are to be performed using a standard inspection forum. Department heads as described below are required to inspect quarter of the guest rooms in the following percentages.

General Manager or Resident	15% alongwith Chief Engineer
Managers and Executive Housekeeper	
Chief Engineer	25% along with Executive Housekeepers
Executive Housekeeper	60.00%

The percentage of rooms checked may be varied depending upon the vastness of the property.

## SUITES

All suites will be checked by Executive Housekeeper and Chief Engineer once every fortnight or earlier but not later depending upon the quantity.

### b) Rotation programme / cleaning schedules

Primary objective of Housekeeping programme is extend the effectiveness of each person performing cleaning operations. Through a programme document we are able to obtain control which is positive handling of a situation through planning. The basic elements of control are:

- 1) Written plan
- 2) Measurement of performance against plan
- 3) Evaluation of results
- 4) Application of corrective action

For scheduling/cleaning non-routine activities e.g.

Project	Area	Frequency
Scrub Floors	Lobby	Bi-monthly
Wash walls	Coffee shop	Monthly

e.g. For special projects like co-ordination with Engineering.

Special Project	Area	Frequency
Wood work polish buffing	Dance floor	Quarterly
Furniture polish	All	Quarterly
Tiles grouting	Health Club	Quarterly
Tiles grouting	Rooms	Annually
Carpet Shampoo	Hallways	6 times a year

The project work for cleaning non routine activities and special projects items may differ from property to property as also frequency depending upon type of finish equipment available within department and staff allocation.



In order to maintain frequency of cleaning certain jobs must be performed on daily basis to complete the periodical cleaning activity.

Apart from the regular vacuuming of carpets, dusting, cleaning of bathrooms two rooms must be taken each day by each staff of each section for thorough cleaning.

Each section Houseboy must do - 4 windows a day.

Each section Houseboy or maid must do - 2 bathroom, floor/tile scrubbing a day.

In addition to this special cleaning jobs required which may vary from property to property should be fixed on each day of the week e.g.:

Brasso lamps	Monday
Wash flasks etc.	Tuesday and Friday

A floor room record for control whether these activities are being performed at the frequencies desired is to be maintained by each respective floor supervisor on the following monthly basis, e.g. for the month of April.

Room No.	Windows	Flasks	Brasso	Laminate etc. Surfaces
101	10/4, 21/4	15/4, 22/4	2/4, 9/4	
102	25/4			
103	21/4			

Similarly a floor corridor cleaning record with list of special cleaning and dates of performance of activity listed.

All such records should be presented to the Executive Housekeepers office at the end of the 1<sup>st</sup> shift.

#### For Public Areas

For public area night crew a schedule be affixed for scrubbing jobs which cannot be undertaken during day time. Certain areas of the hotel should be scrubbed on a daily basis.



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- 1) Lobby or part of Lobby depending on whether activity is carried out by machine or manual labour and area.
- 2) Lobby Cloaks.
- 3) Health clubs/Pools changing rooms.
- 4) Coffee shop in portions by closing one third portion on a particular day.
- 5) Service and guest staircases.
- 6) Cleaning and polishing of lift grooves.
  
- 7) Floor landing service area.
- 8) Main/entrance porch and entry marble.
- 9) Any other area depending on the property which has continuous traffic flow, e.g. pool area or pation area, if existent.



## ROTATION PROGRAMME

For proper upkeep and to extend surface life certain items require rotational cleaning or replacement and should be done on fixed rotational programme frequency depending on location and occupancy.

- Tiles grouting.
- Shower head cleaning for formation of deposits.
- Tub edges where tub meets tile wall and floor to be regROUTed or epoxy paint application.
- Marble floor polishing.
- Air conditioner filters cleaning.
- Replacement of tarnished fittings.
- Painting of rooms and corridors and public areas.
- Door hinge oiling in all areas to prevent noise operation.
- Polishing wood in all areas.
- Mattress covers changing, laundered and reused.
- Pillow linings to be changed, laundered, reused.
- Beds rotation to prevent sagging.
- Mattress rotation to prevent body impressions.
- Loose cushions rotation to prevent fading.
- Carpet shampoo fixed schedule rotation.
- Pest control fixed schedule rotation.
- Roll away beds oiling painting.
- Service equipment.

For each room, a room history card is maintained to show exact intes on which jobs are carried out.



## SCHEDULES FOR PEST CONTROL

TWICE DAILY	DAILY	BI-WEEKLY	WEEKLY
Garbage room and surrounding area, especially at the time of removal and after removal of garbage.	Compound wall inside and outer immediate perimeter	Basement area	All room spraying on rotation basis
Kitchen spraying	Entire compound / terrace/ Garden	Office/PA/Lobby and staircase	
	Receiving and stores area	Service area staircase	
	Restaurant and other F&B areas	All emergency staircases	
	H/C, Pool areas	Pool changing rooms	
		Floor corridors	

BIMONTHLY	MONTHLY	QUARTERLY
Kitchen thorough fumigation after	All rooms false ceiling spraying	Crash spraying from terrace to basement within 3 days.
F&B areas through fumigation inclusive of	Room shaft spraying	



restaurants		
Deep freeze gaskets refrigerators etc. kitchen.	All manholes and strains	

Frequency of certain areas may be increased or decreased depending on the intensity of infestation on any particular area.

Initially even though the full hotel is not commissioned pest control should be carried out in all areas to control infestation.

CRASH programme during construction stages should be carried out with greater frequency every alternate month. This treatment will mean Spraying from terrace/all floors/rooms moving downwards to kitchen and basement and completed within a period of 3-4 days. During this Period special attention is to be paid to the eradication of rats.

## CLEANING OF FURNITURE

Furniture	Apparatus Required	Daily cleaning and polishing	Weekly cleaning and polishing	Spring or periodic cleaning and polishing	Notes
1	2	3	4	5	6
1. Cane	<p>For daily and weekly cleaning and polishing two clean soft dusters, or soft dusting brush</p> <p>For spring or periodic cleaning and polishing two clean soft dusters, or soft dusting brush.</p> <p>Bowl of tepid salt water</p> <p>Bowl of cold salt water</p> <p>Flannelet cloth</p>	<p>Dust or brush thoroughly</p>	<p>As for daily cleaning and polishing</p>	<p>i)Dust or brush thoroughly  ii)wash with tepid salt water using a flannelette cloth. Allow one tablespoon of salt to one quart of water.  ii)Rinse cloth with cold salt water using same proportions of salt to water.  iv)Dry with a soft linen cloth.  v) finish</p>	<p>Salt helps to stiffen bleach and remove stains from cane.</p> <p>To tighten liap cane chairs</p> <p>i)Dust thoroughly.  ii)Dab the cane with boiling soda water. Allow 1oz soda to 1qt of water, use a net or flannelette cloth.</p> <p>iii)Dry with a linen</p>

	Linen cloth			drying in the open air if possible, or by an open window. Note: If every dirty, tepid soapy water may be used for washing but should be avoided unless absolutely necessary as it softens the cane and helps to discolour it.	cloth and finish drying in the open air. iv) Do not allow the strong soda water solution to touch the frame work of the chair or the polished surface will be damaged. v) Always hold a cloth under the cane to prevent sagging and to encourage shrinkage. Note: If possible do this work outside.
2.	Leather	For daily and weekly cleaning and polishing Two clean soft dusters.  For spring or	Dust thoroughly to remove surface dust paying particular	As for daily cleaning  i) Remove surface dust by using dusters, or an electric vacuum cleaner ii) If very	Furniture polish cream supplies the leather with wax oil, which keeps the

	periodic cleaning and polishing two clean soft dusters, or electric vacuum cleaner, warm soapy water, water or vinegar, and oil flannelette cloth linen cloth.	attention to folds around buttons.		slightly soiled wipe the surface with a cloth wrung out of warm soapy water. iii) If dirty, rub with mixture of oil and allowing two parts of oil to one part of vinegar. iv) If very dirty wash with warm soapy water. Use a flannelette or net cloth. v) Rinse thoroughly and dry. vi) Polish using a little good furniture polish or cream or a white shoe cream with spirit.	material supple and prevents cracking.
3Polished wood	For daily cleaning and polishing Two clean soft dusters or dusting brush.	i)Dust or brush thoroughly to remove surface dust.  ii)If sticky	i)Dust or brush thoroughly to remove surface dust.  ii)If sticky	See the cleaning and care of polished wood.	Removal of stains hotplate marks Rub with one of the foll:

	<p>For weekly cleaning and polishing          Two clean soft dusters or dusting dusting brush          Bowl of warm vinegar and water.          Flannelette, or chamois leather Linen cloth Suitable furniture polish Rag.          Two dusters</p>	<p>For every carved surfaces use a small dusting brush.          ii)Whilst dusting rub the surfaces thoroughly to brighten it.</p>	<p>wash with vinegar and warm water, used in equal quantities.          Use a flannelette cloth or chamote leather.          iii)Dry with a clean linen cloth.          iv)Polish with a suitable furniture polish applied with a rag and rubbed in thoroughly          v)Finish polishing with two clean soft dusters.</p> <p>Note:          Discretion must be used to the application of polish. It is unwise to use it</p>	<p>i)Linseed oil          ii)Spirits of camphor          iii)Dark furniture polish</p> <p>Marks made by scent or perfume:          i)Wipe up immediately          ii)Rub with Paraffin and leave for twenty four hours.          iii)Polish with furniture polish</p> <p>Scratches          i)Paint over the scratch with iodine, or rub with a mixture of equal parts of camphorated oil and turpentine.          ii)Leave for 24 hours.          iii)Polish</p>
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			too often.		with furniture polish.
4. Leather cloths	As for leather	As for leather	As for leather	As for leather	When washing avoid making the surface too wet.
5. Upholste red furniture	For daily and weekly cleaning and polishing Two clean soft dusters, or soft dusting brush.  For springing or periodic cleaning and polishing, Upholstery brush, or cane beater, or vacuum cleaner. Bowl of warm soapy water, ammonia, vinegar salt, flannelette cloth. Or linen cloth, linen cloth for drying.	i)Brush gently to remove surface dust.  ii)If very light coloured or of very delicate material, it should be dusted with a clean soft duster.	As for daily cleaning and polishing.	i)Remove the surface dust by: a) brushing thoroughly, or b) beating thoroughly (This should be done outside) c) using a vacuum cleaner.  ii)Wash the surface with warm soapy water, with the addition of ammonia, allowing half teaspoonful of ammonia, a to one quart of water. Use a soft clean cloth and work over a small portion	

			<p>of the surface at an excess use of ammonia results in discoloring material; avoid using on pink, green and turquoise.</p> <p>iii) Give a final rinsing with cold water, vinegar, and salt. Use enough vinegar to colour the water and one tablespoonful of salt to one quarter of water.</p> <p>iv) Dry with a soft cloth.</p> <p>v) Finish drying in the open air, by a wide-open window, or near a fire. Alternate methods of cleaning</p> <p>1. warm bran. Rub the surface with bran</p>	
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				<p>previously warmed in a hot oven. Leave for about an hour and then brush thoroughly.</p> <p>2. bread crumbs mixed to a paste with</p> <p>a) Petrol, or b) bethylated spirit rubbed over the surface.</p> <p>Leave for an hour and then brush off.</p>	
6. Wicker I)brown	<p>For daily and weekly cleaning and polishing As for cane.</p> <p>For spring or periodic cleaning and polishing</p> <p>Two clean soft dusters, or soft dusting brush. Bowl of warm soapy water. Flannelette or net cloth.</p>	As for cane	As for cane.	<p>i) Remove all cushions.</p> <p>ii) Dust or brush thoroughly to remove surface dust.</p> <p>iii) Use vacuum cleaners attachments.</p> <p>iv) Wash with warm soapy water using a flannelette or net cloth. If very dirty a soft nail brush can be used.</p>	<p>a) If soapy water tends to remove the brown stain use paraffin for washing the wicker.</p> <p>b) avoid the use of furniture cream as it is difficult to remove from crevices.</p> <p>c) Avoid making the wicker too</p>

ii) White	<p>Soft nail cloth.          Clean dry linen cloth.          Liquid furniture polish.          Rag. Two dusters.</p> <p>For daily and weekly cleaning and polishing As for cane.</p> <p>For spring or periodic cleaning and polishing          Two clean soft dusters, or soft dusting brush. Bowl of warm salted water. Bowl of cold water.          Flannelette or net cloth.          White furniture polish.          Rag, two</p>	As for cane	As for daily cleaning and polishing	<p>v) Rinse thoroughly and dry.          vi) Finish drying in the open air if possible.          vii) Polish with a liquid furniture polish.</p> <p>i) Remove all cushions.          ii) Dust or brush thoroughly to remove surface dust.          iii) Wash with warm salted water using a flannelette or net cloth. If very dirty a soft nail brush can be used. Allow one tablespoon of salt to one quart of water.          iv) Rinse thoroughly with cold water.          v) Dry with a soft cloth.          vi) Finish drying in the</p>	<p>wet, as this tends to make it creak and crack.          d) Never dry wicker in front of a fire as it will cause the wicker to creak.</p>
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clean soft dusters.			open air if possible. vii)Finish drying in the open air if possible. viii)Polish with white furniture polish.	
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## CLEANING FOR SURFACE CLEANING OF FLOORING

Type of flooring	Special Remarks	Daily Clean	Special Clean
Bitumastic	Avoid use of white spirit and paraffin. Surface can be painted.	Sweep, wash, mop or use electric scrubber with hot water and Tee pol - Vin solution.	As daily clean
Ceramic tiles / Marble		As above	As above. Remove stubborn marks with steel wool or fine scouring.
Cork / Wood	Avoid use of excess water and alkalies. Should be sealed and / or polished as it is very absorbent. Can be sanded down.  Sealed: Reseal as required. May be	Sealed: Sweep, damp mop or vacuum clean.  Unsealed and polished: sweep mop or vacuum	Sealed: If polished, repolish spray buff or spray clean.  Unsealed and polished: rewx using little polish

	<p>polished using a water based polish. Remove buildup as necessary, using hot water and a special removal agent.</p> <p>Unsealed: Polish with a spirit based polish. Remove build up as necessary, using white spirit and fine steel wool or a nylon web pad. Rinse and rewax. Can be sanded.</p>	<p>clean Buff with electric polisher.</p>	<p>and much buffing.</p>
Granolithic	<p>Can be brought to a smooth finish by machine, to improve its appearance.</p>	As bitumastic	As bitumastic
Linoleum	<p>Avoid scrubbing, coarse abrasives and alkalies.</p> <p>Sealed: Reseal as required.</p> <p>Sealed and Unsealed: Polish using water based polish. Remove build up as necessary, using hot water and special removal agent.</p>	<p>Sweep mop or vacuum clean.</p>	<p>Wash by hand or mop with hot water (used sparingly) and detergent. If polished, repolish spray buff or spray clean.</p>

Magnesite	Avoid use of water, alkalies, acids and coarse abrasives.	Sweep mop or vacuum clean.	As daily clean.
Resins seamless	Avoid use of alkalies, spirits and coarse abrasives.	As ceramic tiles	As linoleum
Rubber thermoplastic / vinyl terrazzao	Used water based polish as linoleum. Avoid use of acids and strong alkalies	Sweep or damp mop. As bitumastic	As daily clean. Remove stubborn marks with fine scouring powder.



## SYSTEM OF LINEN / UNIFORM OPERATION

### Linen

#### (a) Establishment of stock - refer Norms manual.

#### (b) Purchase system

I) Determine quality/specifications. Obtain samples, approve and then order.

- Ordering

At the start of each financial year, budget line requirement by ascertaining discards/shortages anticipated.

Raise a purchase requisition for the entire quantity with mention of staggering receiving dates to enable maintain constant operational stock level.

#### (c) Receiving Methods

- Receiving is done through centralised store system. Housekeeping will raise indents for the quantity of linen received. An entry will be made in Housekeeping stock ledger or cardex of all receipts as under.

#### (d) Date/Opening Balance/Receipts/Discards/Shortages/Balance

- On receipt linen will be marked for month and year e.g. 9/92 (for linen received in September, 92). Hotel name labels will be preferably given to supplier to affix on each linen item supplied, if this is not feasible as soon as linen is received label will be affixed by the department. Incase of in house laundry label need not be affixed as linen does not leave the house.

#### (e) Receiving

- Check size, quality on receipt. Substandard stock to be rejected.
- Each indent will be entered immediately on receipt in stock book.
- Each month posting of inventories will be done in stock ledger.
- Record will be maintained of materials issued to tailor and receipt of ready stock against that particular issue. Corresponding entries will be made in both material and stock ledgers



## PROCEDURES

- All Linen will be checked in the linen room before and after Laundry is received before distribution for stains, cripness, tears etc.
  - Each day 50 pcs. of bedsheets
  - 50 pcs. of night sheets
  - 150 pcs. of pillow covers/towels/hand towels/ bathmats
  - 50 pcs. of table cloths and napkins at random
- In this manner every month all the linen will have been checked.
- Stained or badly washed linen will be given for rewash. Linen requiring mending will be mended and put back into circulation.
- Linen will be stacked neatly on shelves with folded end on outer side. Stack in bundles of 10 for easy issue.
- Double sheets and single sheet will have separate type of fold for easy identification.



## INVENTORIES

A monthly inventory of the fully house will be taken along with the accounts department. At this time total shortages will be accounted for each area against par stock issued and circulated for information e.g.

- Item Par stock as on Actual found on Shortages.
- Linen room should be in a position to account for all shortages in this manner.

Inventories will be taken between the 1<sup>st</sup> – 5<sup>th</sup> of each month.

- Inventories will be circulated to GM/ Accounts/HO
- Loans not returned statement will accompany inventory.
- After each inventory shortages incurred will be made up to the losing department to maintain and a new par stock statement with signatures is filed.
- Inventory will be taken in presence of Accounts.
- Compilation of inventory will be done at the same time in presence of Accounts.
- Discards will be stamped with “Discards stamp” and kept aside.
- A box will be maintained for placing discard from one inventory to the next.
- At each inventory all discards will be counted and box emptied.
- Once discards are stamped after inventory they may be reused for towelling dusters, kitchen dusters. After initial one and half years purchase dusters must reduce.

### Linen movement controls

#### 1) Laundry section

- In case of laundry contract soiled laundry will be counted in the presence of contract staff, housekeeping linen attendant or supervisor and Security.
- All counted linen will be sealed in cloth bags.
- A proper gate pass stating number of pieces and bags will be authorized for the removal of soiled laundry from the premises.
- A challenge will be raised stating individual items and quantities which will be tallied at the time of receipt in a format specially designed.



In place of format a register may be maintained to show exact position of laundry as follows:

Item
Balance
Soiled
Total
Fresh Balance
b/f
sent
receipts
Ch. No. / dt.

For in-house laundry only the register showing position of pending laundry need be maintained.

At the time of sorting, all damaged linen should be removed and kept aside for calculation of discards.

## DISTRIBUTION METHODS

- Linen room will remain open between 6.45 a.m. to 6.00 p.m. fixed timings will be assigned for distribution of clean linen to different areas bearing in mind the necessity to avoid distribution during peak periods for F & B, which improves elevator service.
- A par stock will be calculated for each area using line and initial par stocks issued under proper signatures to each area. A par stock file will be maintained for this purpose.
- After initial issue of par stock, line will be issued purely on exchange basis, soiled for fresh communication on written format.  
At inventory, shortages in any particular area will be ascertained by deduction of actual four in the area from original par stock issued.  
All such shortages must be made up to the losing department immediately in order to maintain par level equilibrium. If such shortages are not made up then necessary amendment should be made in the record to show the reduced par level in order to maintain accuracy.
- All linen will be sorted before distribution. Stained will be removed for rewash\_ Damaged linen is checked to ascertain whether laundry is responsible for the tear or whether it is normal wear and tear and action taken accordingly. The torn and repairable linen will be given to the tailor for repair work.
- Always maintain par level required as reduced stocks result in -  
Frequent washing without rest period which reduced the life of linen.  
Inadequate supplies reduced efficiency of staff.



## CONTROL RECORDS AND INVENTORIES

### I) Records

- Stock ledger (receipts to discards)
- Linen stock
- Uniform stock
- Material stock
- Discard stock vis-a-vis Conversion
- Uniform master stock
- Laundry soiled/fresh control
- Monthly inventories
- Par stocks of different areas
- Daily exchange records with different departments
- Tailors work record.
- Discards records
- Maids linen control sheet
- Misuse and loan register



## DISCARDS

- Every day damaged items which cannot be repaired will be sorted out and kept separately in a locked area. Once a month this will be reviewed by Executive Housekeeper and after that along with Accounts Department, the items will be counted, stamped "discard" and put out of use. A proper record of monthly discarded items will be maintained.
- Once accounts have stamped and approved the discards Housekeeping may put these to use for making duster, to welling dusters as indicated below.
- Linen that cannot be reused may be disposed to charity or any other means as per hotel policy.

Discard to be utilized as follows:



## CONVERSIONS

All discard converted must have identification e.g. coloured thread stitching all around.

### **Bedsheets**

- In good conditions may be converted to pillow cases, cooks scarves, buffet sheets and pillow underliners.
- Others into wiping sheets and for covering areas at times o painting etc.

### **Pillow cases**

- Into Housekeeping dusters, and glass cloths, pillow underliners.

### **Night sheets**

- Kitchen cloths and miscellaneous use.

### **Towels: Bath towels**

- Toweling dusters, for wiping shower curtains, cleaning Bath mats) bathrooms. Hand towels)
- Kitchen dusters.

### **Tables cloths**

- Wiping sheets of kitchen stewarding

### **Napkins**

- Housekeeping glass cloths and joined to make wiping sheets. joined to make good ones into waiters cloth.

### **Uniforms**

- May be given to charity. UT coats etc. convert to kitchen cloths.

### **Upholstery**

- To make laundry bags. Utilize whatever possible in Exec. Flats. Balance sells by weight.

### **Carpets**

- May be utilized in BOH areas. Balance sold to staff or otherwise



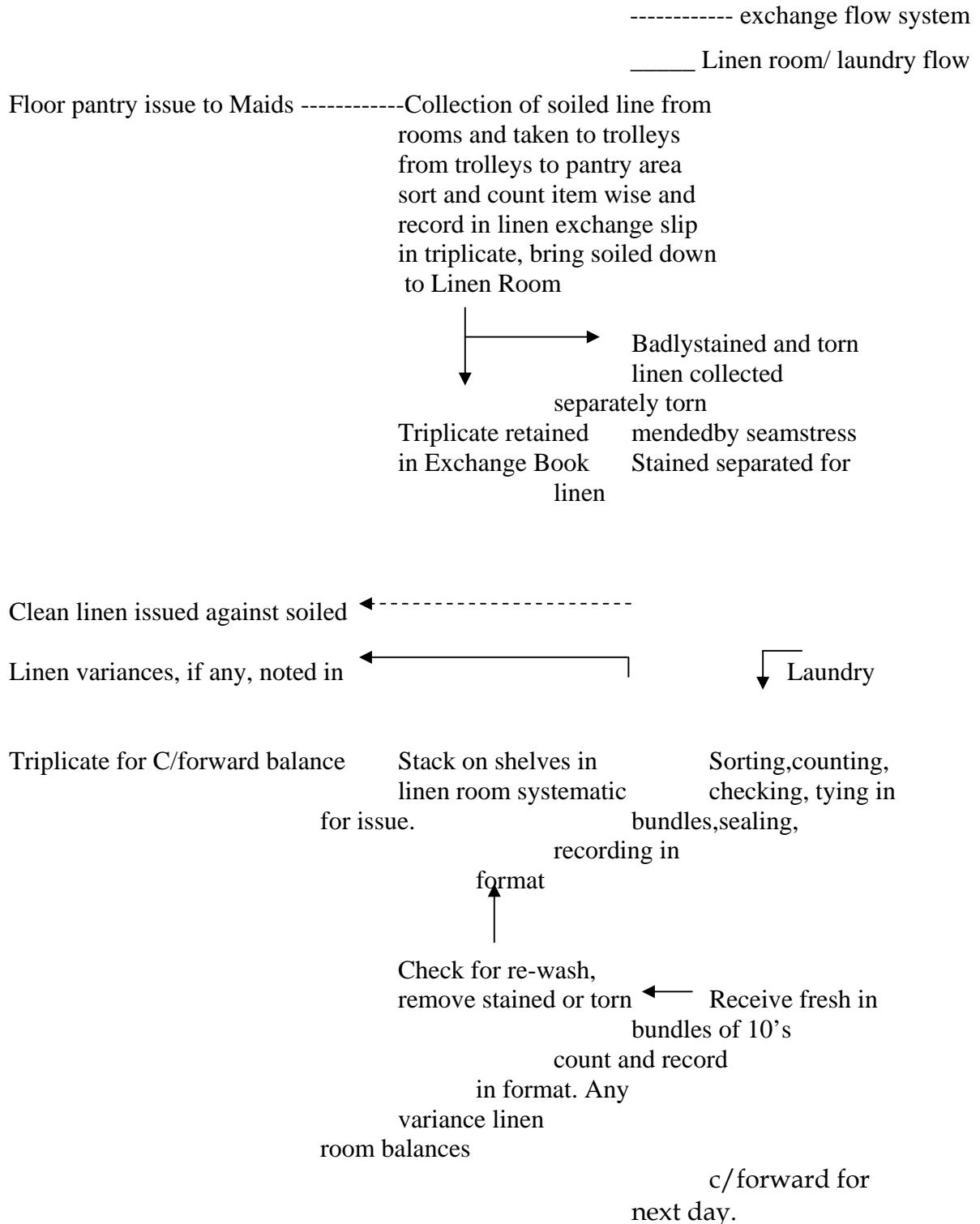
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Discards conversion will be a regular monthly feature and no accumulation should be permitted.

A record to be kept for discards and conversion thereof.

By the end of 1 ½ years duster purchase should be negligible.

## LINEN FLOW CHART





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In house laundry duplicate of exchange slip to be sent to laundry led line direct to laundry. Variances will be checked by linen room against original copy.



## STANDARD FORMAT FOR TAKING INVENTORY

Standard format for taking inventory which includes all items which are generally included in an inventory. This Executive Housekeeper to go through this and:

- a) Delete any item not applicable.
- b) Add any items used by you but not included in this list.
- c) The items size etc. should be as per your property.
- d) Every item used on the property should be included.

The format is designed to give an updated figure for the financial year month to month. This makes comparative to budget utilization at any given month easier.

The opening balance reflects the figure on the first of April each year. The closing balance will reflect the closing balance of that particular month. The receipts and difference will show the year to date figure.



## SYSTEM FOR UNIFORMS

**COMPUTATION OF STOCKS** - (i.e. provision per person) (Standards will be laid down by Head Office)

**PROVISION** of number of sets per person to be calculated on the basis of:

Terry cotton uniforms	JACKETS : 3 per person TROUSERS : 3 per person TIES : 1 per person 10% extra for laundry SHIRTS : 4 per person
Managers striped T/W	TROUSERS : 2 per person JACKETS : 2 per person SHIRTS : 4 per person
Managers & Restaurant Managers in F & B only	DINNER JACKETS : 1 SET
All cotton uniforms	SETS : 4 per person APRON/CAP : 5 per person LONG COAT : 3 per person JODHPURI : 4 per person
SHOES	Will be issued to all uniform wearing staff
LEATHER for Drivers/ F&B Service.	Supervisors/Front Office/Lobby/ Doormen
PVC/HUNTER/CANVAS	Cooks/U.T./HK/Gardeners/Stores



## REPLACEMENTS

All replacements of uniforms will be made prior to their acquiring a shabby conditions. However, a general STANDARD DURABILITY for each type should be applied in order to monitor controls on misuse.

Terry contents	3 per person	Minimum durability 15 mths.
Silk sarees	3 per person	Minimum durability 15 mths.
Cotton	4 per person	Minimum durability 12 mths.
Shoes PVC/rubber	1 pair per person	Minimum durability 6 mths.
Leather	1 pair per person	Minimum durability 12 mths.

If any uniform does not suffice the minimum durability period and it is found that the replacement is due to negligence on the part of the staff - the staff concerned will be debited the amount towards cost of replacement.

A system is set up for this in the department by way of a misuse and damage register. Shoes will be provided to all uniform wearing staff and replaced based on the replacement policy laid down above. If replaced earlier a pro-rata deduction will be made from salary.

Eg.:- A pair of leather shoes which has a durability of 1 year is found torn after 9 months. The staff will be issued a new pair and a debit made on the cost of shoes on prorata basis for 3 month

## SPECIFICATIONS

- FRONT OF THE HOUSE - direct guest contact areas will use TERRY CONTENT. Dept. F&B service, Front office, Lobby, Health Club. Security & Housekeeping (with exception of Gardeners/guards)
- MANAGERS - will wear Terry wool.



- LADY SUPERVISORY LEVEL - i.e. Receptionists/Executives/Asst. Managers - will wear sarees/blouses (NO PETTICOATS to be issued as part of uniforms) F&B Service lady staff to wear uniforms as designed which may not be a saree.
- HOUSEKEEPING SUPERVISOR - Lady will wear salwar/kurta or saree/blouse.
- HOUSEKEEPING SUPERVISOR - Gent will wear white shirt/black pant and Doctor coat or Safari (depending on property and management design).
- BACK OF THE HOUSE AREA - Production / Stores / Receiving / Engineering / Gardeners / Laundry will wear COTTON DRILL and or as prescribed.
- EXECUTIVE KITCHEN STEWARD/ ENGINEERING EXECUTIVE/ EXECUTIVE HEALTH CLUB - will wear terricot long (DOCTOR) COAT.
- MALE SUPERVISORY STAFF - i.e. kitchen stewards, restaurant cashiers, order takers, telephone operators - will wear drill long coat.
- TIES - will be issued as part of uniform to staff wearing jackets so that there is uniformity of colour and style. This includes Managers.



## UNIFORMS

- a) Establishment of stocks - see standard manual
- b) Purchase systems
  - i) Uniforms may be ordered as ready pieces on a rate per piece basis which is inclusive of material and labour. Requisition will be placed for number of sets or pieces required. Control on this method is easier but supplier has a tendency to use inferior material for profitability.
  - ii) Materials for various types of uniforms may be ordered and tailoring contract fixed on a rate per piece basis. In such a case there must be standardization of material used for each type of uniform.

Requisition for materials will be raised on basis of :

**--- number of pieces      x      standard per piece metarage**

On a similar basis material will be issued to the tailor under signature for specified number of pieces.

This system required storage place for materials and very thorough record keeping for tally against material received and uniforms made. However, it is preferable to the first system in view that quality control is better maintained.

- Receiving system will be similar to the one used for Linen.
- Movement methods

- 1) Laundry control will be operated on similar lines as in case of Linen.
- 2) Distribution methods
  - I Under Locker System
    - a) Uniform room will remain open from 6.45 a.m. to 6.00 p.m. Terry cot uniforms will be exchanged on alternate days whereas cotton may be changed daily.
    - Each staff will be issued one complete set of uniforms as prescribed for that particular category. The uniform will be issued on an authorization form



received from personnel certifying the employees hire with the organization. Durability and issues of new uniforms will be as per standards manual.

- Master register is maintained for control on issues to staff. The register is divided into sections for departments and categories within each department. A person joining is listed under appropriate department/category and given a number. This number is notified to staff for all exchanges to be effected. In the event of a staff member leaving his name is deleted from the register and the new entrant is given this number.

e.g. Name/Department/Designation/Uniform/Staff/Clearing coat, sign sign pant, shirt

The number of uniforms, new ones, made should be updated in this register, which will show exact position of uniforms in circulation and free staff at any given time.

- b) Staff will exchange uniforms at the time of going off duty except for late or afternoon duty. Staff who will exchange when coming on duty as uniform room is closed when they report off duty.
- c) Uniforms will be exchanged on a one for one basis only.
- d) If a staff member is unable to produce a soiled uniform for exchange, the staff will be made to sign on a loan register and any outstanding will be shown at time of inventory.

## II Under No Locker System

- a) Uniform will be issued to the staff member and signature taken in the daily exchange slip.
- b) The staff will change into the uniform and return the civil clothes to the department.
- c) A bag with the uniform number of the staff will be issued for this purpose.
- d) After the shift is over, the staff will take the civil clothes and return the uniform in the respective bag.



- e) The uniform will be checked by the uniform staff daily and or supervisor whenever necessary, and if the uniform needs to be washed it will be sent to the laundry. A fresh uniform will be placed in the bag so that the bag is ready for issue when the staff next reports on duty. At no time will the bag be left without a uniform. If the uniform is not in the department or has not come back from laundry then the same uniform will be continued for one more day.
- f) At the end of each shift the uniform attendant will check to ascertain if all the uniforms issued during his shift have come back. If not:
- g) A list of such staff not returning the uniform will be given to the supervisor who in turn will check with the time office if the staff have left the premises. If staff has left then "Uniform not returned slip" will be made and sent to the department head concerned for action. If staff has not left then the name will be carried forward for the next shift uniform attendant for follow up

In this manner a control will be maintained

### **Uniform Review**

Uniform Review will be done every 3 months and a register will be maintained for the same in the following tabular format.

Name	Designation Pant	Shirt	Coat
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For each individual you will check out all the sets of uniforms and under, each prescribed item you will tick ( / ) (if OK) or Cross (x) if not OK separately for each set. This way we will know the exact position according to the number of sets per person. For example:

Name	Designation Pant	Shirt	Coat	
Mr. X	Captain	/ X	/ /	XX
Mr. Y	Houseman	XX	X X	N.A.



### Explanation of example:

Captain X needs one pant replaced and two coats replaced. Mr. Y need two pants replaced and two shirts replaced. Coats not applicable

Wherever there is a Cross requirement for that staff member must be made immediately. After the requirement is made above the Cross a tick is placed and date written. This gives us at a glance the exact position of each staff members uniform including dated on which new ones were issued.

e) Control/records/inventories  
A quarterly inventory will be taken of all Uniforms.

Outstanding with staff will be recorded and department needs informed of respective staff for follow up action.

### Records

- Stock Ledger (receipts/discards/balances)
- Laundry control record
- Quarterly inventories
- Master register/Review register
- Loan register/Misuse register
- Record of material to uniforms made (if such is the policy followed)
- Order book for Tailors
- Discards

### Discards

- Any discards affected before the stipulated time period must have a supporting explanation for the same. In Case of misuse the signature of staff member will be in the register and debit memo issued to staff concerned. If a staff is responsible, he or she will be debited.
- Discards will be taken along with accounts department
- Disposal of discarded items will be done only after consultation with Head Office.

Policy of uniforms to be issued to managers of properties



A policy Suits will be issued to Managers as a part of uniform.

The following is the procedure:

- Material to be used will be of terry wool.
- The colour will be of a dark nature in shades of only blue, steel or charcoal grey.
- Suites will be issued, along with 3 readymade white shirts.
- Duration of the above will be for two financial years.
- Ties will not be issued by the organization as part of the Uniform however; ties will be worn of a light grey or light blue colour print or striped.
- The sanction amount for the above will be to an upper limit of Rs.10,000/-
- Bills will be paid at actuals which may be lesser but not greater than the specified amount.
- Bills will be forwarded to the Head office for approval and reimbursement.
- In case the Manager leaves within 15 months he must purchase the suits, at 50% of the purchase cost.
- At the end of the period of two years if new suits are purchased the old suits will be given to the Manager.

### **Handling of guest laundry**

Guest Laundry and delivery clearing will be on the same day basis.

Pressing facility will be provided from 8 a.m. to 8 p.m.

### **Collection procedure**

- 1) All calls received for clearing of Guest Laundry will be entered into in the register and relayed immediately to the Housekeeping attendant concerned.
- 2) Housekeeping attendant will then attend the guest call and check if each item is correctly entered against the Laundry rate list.
- 3) While checking for quantity she will also check the items for stains and tears. If guest is present any discrepancy will be shown to the guest immediately, if guest is not present the same will be brought down and shown to the Linen room supervisor.
- 4) When the Laundry is brought down the Linen/Laundry attendant will enter into the Laundry clearing and delivery register as per the columns established.



- 5) The guest laundry collected in such a manner will be handed over to the Contractor if in-house under signature and if Contractor is outside as per gate pass procedure.

## Receiving

- 1) When the laundry is received back it is checked against the Laundry rate list if all items are received back.
- 2) It is checked for quantity and washing and pressing.
- 3) It is checked against the register whether all laundry received in the morning and given is returned.

## Delivery

- 1) Delivery cum challan bills are made for each and every guest laundry.
- 2) One copy of the same is signed by the guest on delivery.
- 3) One copy is given to Front office for posting on the folio immediately.
- 4) All hanging clothes are hung in the wardrobe and folded clothes folded and kept in the pocket of the bed.
- 5) Any clothes not delivered due to DND sign or any other reason will be kept in the Linen room and a slip requesting the guest to call Housekeeping attendant/Laundry (as established) is to be slipped under the door of the guest so that when he wakes or comes in will call for his laundry.
- 6) Guest summary sheet is made and sent to Front office for night audit purposes.
- 7) Any laundry not delivered is carried forward in the register and handed over to the next shift in a proper manner.
- 8) If such laundry is found to be left behind by the guest, the laundry is entered into the Lost and Found register under "hold up columns" and kept till the claim is made.

If the address is ascertained from Front office a letter can be written to that effect.

## System of Linen / Uniform Operation

### Linen

- (a) Establishment of stock - refer Norms manual.
- (b) Purchase system
  - i) Determine quality/specifications. Obtain samples, approve and then order.

### ii) Ordering

At the start of each financial year, budget line requirement by ascertaining discards/shortages anticipated.

Raise a purchase requisition for the entire quantity with mention of staggering receiving dates to enable maintain constant operational stock level.

### (c) Receiving Methods

- Receiving is done through centralised store system. Housekeeping will raise indents for the quantity of linen received. An entry will be made in Housekeeping stock ledger or cardex of all receipts as under. Date/Opening Balance/Receipts/Discards/Shortages/Balance
- On receipt linen will be marked for month and year e.g. 9/92 (for linen received in September, 92). Hotel name labels will be preferably given to supplier to affix on each linen item supplied, if this is not feasible as soon as linen is received label will be affixed by the department. Incase of in house laundry label need not be affixed as linen does not leave the house.

### Receiving

- Check size, quality on receipt. Substandard stock to be rejected.
- Each indent will be entered immediately on receipt in stock book.
- Each month posting of inventories will be done in stock ledger.
- Record will be maintained of materials issued to tailor and receipt of ready stock against that particular issue. Corresponding entries will be made in both material and stock ledgers

### Procedures

- All Linen will be checked in the linen room before and after Laundry is received before distribution for stains, crispness, tears etc.  
Each day 50 pcs of bedsheets  
50 pcs of nightsheets  
150 pcs of pillowcovers/towels/handtowels/ bathmats  
50 pcs of table cloths and napkins at random

In this manner every month all the linen will have been checked.

- Stained or badly washed linen will be given for rewash. Linen requiring mending will be mended and put back into circulation.
- Linen will be stacked neatly on shelves with folded end on outer side. Stack in bundles of 10 for easy issue.

- Double sheets and single sheet will have separate type of fold for easy identification.
- ii) Inventories
 

A monthly inventory of the fully house will be taken along with the accounts department. At this time total shortages will be accounted for each area against par stock issued and circulated for information e.g.

Item	Par stock as on	Actuals found on	Shortages
------	-----------------	------------------	-----------

Linen room should be in a position to account for all shortages in this manner. Inventories will be taken between the 1<sup>st</sup> – 5<sup>th</sup> of each month.

- Inventories will be circulated to GM/ Accounts/HO
- Loans not returned statement will accompany inventory.
- After each inventory shortages incurred will be made up to the losing department to maintain and a new par stock statement with signatures is filed.
- Inventory will be taken in presence of Accounts.
- Compilation of inventory will be done at the same time in presence of Accounts.
- Discards will be stamped with “Discards stamp” and kept aside.
- A box will be maintained for placing discard from one inventory to the next.
- At each inventory all discards will be counted and box emptied.
- Once discards are stamped after inventory they may be reused for towelling dusters, kitchen dusters. After initial one and half years purchase dusters must reduce.

**(d) Linen movement controls**

- 1) Laundry section
  - In case of laundry contract soiled laundry will be counted in the presence of contract staff, housekeeping linen attendant or supervisor and Security.
  - All counted linen will be sealed in cloth bags.
  - A proper gate pass stating number of pieces and bags will be authorised for the removal of soiled laundry from the premises.
  - A challan will be raised stating individual items and quantities which will be tallied at the time of receipt in a format specially designed.

In place of format a register may be maintained to show exact position of laundry as follows:

Item	Balance
Soiled	
Total	
Fresh Balance	
b/f	
Sent	
Receipts	
Ch. No. / dt.	
Ch. No. / dt.	

For in-house laundry only the register showing position of pending laundry need be maintained. At the time of sorting, all damaged linen should be removed and kept aside for calculation of discards.

## 2) Distribution Methods

- Linen room will remain open between 6.45 a.m. to 6.00 p.m. Fixed timings will be assigned for distribution of clean linen to different areas bearing in mind the necessity to avoid distribution during peak periods for F & B, which improves elevator service.
- A par stock will be calculated for each area using line and initial par stocks issued under proper signatures to each area. A par stock file will be maintained for this purpose.
- After initial issue of par stock, line will be issued purely on exchange basis, soiled for fresh communication on written format.
- At inventory, shortages in any particular area will be ascertained by deduction of actuals from original par stock issued.
- All such shortages must be made up to the losing department immediately in order to maintain par level equilibrium. If such shortages are not made up then necessary amendment should be made in the record to show the reduced par level in order to maintain accuracy.
- All linen will be sorted before distribution. Stained will be removed for rewash. Damaged linen is checked to ascertain whether laundry is



responsible for the tear or whether it is normal wear and tear and action taken accordingly. The torn and repairable linen will be given to the tailor for repair work.

- Always maintain par level required as reduced stocks result in Frequent washing without rest period which reduced the life of linen. Inadequate supplies reduced efficiency of staff.

**(e) Control records and inventories**

i) Records

- Stock ledger (receipts to discards)
- Linen stock
- Uniform stock
- Material stock
- Discard stock vis-a-vis Conversion
- Uniform master stock
- Laundry soiled/fresh control
- Monthly inventories
- Par stocks of different areas
- Daily exchange records with different departments
- Tailors work record.
- Discards records
- Maids linen control sheet
- Misuse and loan register

**(f) Discards**

- Every day damaged items which cannot be repaired will be sorted out and kept separately in a locked area. Once a month this will be reviewed by Executive Housekeeper and after that along with Accounts Department, the items will be counted, stamped "discard" and put out of use. A proper record of monthly discarded items will be maintained.
- Once accounts have stamped and approved the discards Housekeeping may put these to use for making duster, towelling dusters as indicated below.
- Linen that cannot be reused may be disposed to charity or any other means as per hotel policy.

Discard to be utilized as follows:

**(g) Conversions**

All discard converted must have identification e.g. coloured thread stitching all around.

### **Bedsheets :**

- In good conditions may be converted to pillow cases, cooks scarves, buffet sheets and pillow underliners. others into wiping sheets and for covering areas at times o painting etc.

### **Pillow cases**

- Into Housekeeping dusters, and glass cloths, pillow underliners.

### **Night sheets**

- Kitchen cloths and miscellaneous use.

### **Towels: Bath towels)**

- Toweling dusters, for wiping shower curtains, cleaning Bath mats) bathrooms.

### **Hand towels)**

- kitchen dusters.

### **Tables' cloths**

- Wiping sheets of kitchen stewarding

### **Napkins**

- Housekeeping glass cloths and joined to make wiping sheets. joined to make good ones into waiters cloth.

### **Uniforms**

- May be given to charity. UT coats etc. convert to kitchen cloths.

### **Upholstery**

- To make laundry bags. Utilize whatever possible in Exec. flats. Balance sell by weight.

### **Carpets**

- May be utilised in BOH areas. Balance sold to staff or otherwise



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Discards conversion will be a regular monthly feature and no accumulation should be permitted.

A record to be kept for discards and conversion thereof.

By the end of 1 ½ years duster purchase should be negligible.