

	RESOURCE LIBRARY HOTEL OPERATIONS The Role of Housekeeping	<i>CODE:</i> 03.05.000
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Description:

OBJECTIVE

- To emphasis the span of Housekeeping functions in the hotel.

STATEMENT OF POLICY & PROCEDURE

1. The fundamental activity of the Housekeeping department is to maintain the cleanliness and physical appearance of the guestrooms and public areas to the required corporate standards. The reputation of our company and individual hotels is dependent upon our achieving this fundamental objective.
2. Housekeeping is an essential department within a hotel. Since it interacts with every other department it does exert an influence on the hotel as a whole. An Executive Housekeeper has to be a professional, committed to the importance of his / her position and department.
3. An Executive Housekeeper and his / her department will only be able to achieve the objective, if he / she succeed in mastering certain important discipline.
 - a. Planning
 - b. Organization
 - c. Delegating
 - d. Effective follow-up
 - e. Accurate record keeping
 - f. Decisive decision making
 - g. Training and motivation
 - h. Professional management skills
 - i. Objective and firmness in dealing with other departments
4. An Executive Housekeeper can make an important contribution to the profitability of a hotel by controlling payroll and other expenses, and by constantly researching the market for new and equipment and products.