

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Babysitting	<i>CODE:</i> 03.05.024
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Policy & Procedure:

As an additional service to in-house guests a baby-sitter can be arranged for guests with infants or children.

Every effort should be made to arrange a baby-sitter for in-house guests upon request.

In general, 8 hours notice is required to arrange baby-sitting services for in-house guests.

Baby-sitting services are offered at per hour, with a supplementary charge if the baby sitter is required after midnight.

The baby-sitting facility extends within the premises of the hotel only.

Baby-sitting charges can be paid directly to the sitter or charged to the room account.

When approached by a guest for baby-sitting a request form is to be filled out stating:

1. Name and room number of parents
2. Date and times baby sitting is required
3. Number and age of children, if possible, also the names and sex of children

The Housekeeping Department will issue a letter to the guest, confirming the arrangements with the name of the baby sitter. A photocopy will be given to the Front Office.

Charging the guest:

After the baby-sitting the sitter will go to the Duty Manager/Front Office Shift Leader to fill out a miscellaneous charge voucher. A copy of the voucher will be given to the baby-sitter; the charges will be posted to the guest account.

Paying the baby sitter:

With a copy of the miscellaneous charge voucher, the baby sitter will approach the General Cashier in the Accounts Department to fill out a petty cash voucher and reimburse the baby sitter in cash.



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HOTEL XYZ

BABY -SITTING REQUEST FORM

Name: _____

Room Number: _____

Baby-sitting required: _____

Date: _____

Time: From _____ to _____

Number of children: _____

Age of children: _____

Name(s) of children: _____

Sex: m / f

Signature of Receptionist / HK Order taker

To be filled out by Housekeeping:

Baby sitter assigned: _____

Letter to guest written: Yes No

Signature HK Order taker

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Sample Guest Letter

08th October 2001

Mr. & Mrs. Fisher
Room

Dear Mr. & Mrs. Fisher,

I am pleased to confirm the following baby-sitting arrangements for (son/daughter):

Your baby sitter for the evening will be (Lyn), who is a member of Hotel XYZ. (Lyn) will be at your room # 312 today, 15th June at 8.00 PM and will stay until 1.00am, or as required. The charges for baby-sitting are per hour. After midnight an additional charge of is required. For your convenience the charges will be posted directly to your account.

Should you have any further questions, please do not hesitate to contact the Housekeeping Office.

Wishing you a nice evening and an enjoyable stay at Hotel XYZ.

Yours sincerely

Carol Shaw
Executive Housekeeper