

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Desk Functions	<i>CODE:</i> 03.05.032
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Policy & Procedure:

The Housekeeping desk is the nerve centre of all functions in the Housekeeping Department and acts as a coordinating point.

- Phone should be answered before the 4th ring.
- No one should be put on hold longer than 15 seconds, or in case of longer holds, a call back will be offered and provided in less than 3 minutes.
- Team members on the phone should sound calm and organized and answer with the appropriate greeting. “Good morning/afternoon/evening, Housekeeping, this is (name), how may I help you?”
- Attends to Guest calls, requests and passes on the information to the relevant people for action.
- Articles will be delivered within 10 minutes of request, if the item is a “routine article”.
- Coordinates closely with Engineering for maintenance and with Front Office regarding room’s status, blockings and guest requests.
- Responsible for control of keys and maintenance of all records and registers.
- Processes all special instructions in guest history and places any traces for extra beds etc.
- Processes all maintenance requests and follows up on completion.
- Maintains and updates room’s status regularly.
- Coordinates with Supervisors with regards to Arrivals, VIPs, special requests and departure rooms.
- All follow up and pending items is handed over to the next shift.
- Responsible for the cleanliness of the Housekeeping Office.
- Logs and maintains Lost & Found as per the procedure.
- Responsible for preparing reports.
- Prepares store requests and maintains stock levels and monitors consumption.
- Ensure all special requests have been actioned.

Liases with the florist for flower requirements in rooms.



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