

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Items Available for Sale	<i>CODE:</i> 03.05.058
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Policy & Procedure:

- A price list of all items available for sale should be maintained in the Housekeeping Office.
- A logbook is maintained for all items sold and is collated on a monthly basis with the inventoried stock.
- A miscellaneous voucher should be filled out with all the relevant details and the guest should sign to acknowledge the sale price and for the item to be charged to the room.
- The revenue should be posted to the correct area and copies of the voucher given to accounts and the housekeeping office.
- Items sold to Guests should be unused and properly wrapped and presented to the guest.
- A note should be made in the handover book to ensure that Housekeeping team members are aware that the guest has purchased the item and it should not be removed from the room.
- Accurate records need to be maintained and a summary forwarded to the Executive Housekeeper, Accounts Office and Executive Office.
- If any item is unavailable, an offer should be made to obtain the item and forward it to the guest at their home address. Details should be taken and given to the Executive Housekeeper, who should ensure the item is followed up.
- An in-house sales card should be available in all rooms for guests for all items available for sale with prices.
- All Front Office, Guest Relations and Executive Floor team members should be aware of items available for sale and the prices.
- A sufficient stock should be available at all times in case of purchase and should be controlled by the Housekeeping Supervisor on duty.