

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Logbooks	<i>CODE:</i> 03.05.060
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Policy & Procedure:

- Logbooks are to be used as a means of passing on information.
- They have to be completed for each shift handover – Night to Am – to Pm to Night.
- All relevant information should be provided, for rooms OOO/OS for what reason and for how long, special requests from guests for service or items, any pending maintenance etc.
- The daily handover sheet should be used for providing information with regards to rooms to be checked, team member still working, VIP's, extra beds and baby cots in rooms.
- The logbooks are to be read at the beginning of the shift and signed after being read and the relevant action to be taken.
- Any team member shortages, sickness and guest complaints should be handed over in the logbook.
- Any serious problems should be highlighted to the Front Office/Duty Manager and noted in the Duty Managers Log.
- A log should be kept between the Executive Housekeeper and Assistant Executive Housekeeper.
- A log should be kept for each allocated area for Supervision, for jobs to be followed up.
- Action must be taken for all items logged in the book and acknowledged as being done.