

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Room Status Procedures	<i>CODE:</i> 03.05.071
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Policy & Procedure:

Room Status Codes to be used

- **VC – Vacant Clean**
- **VD – Vacant Dirty**
- **VI – Vacant Inspected**

- **OC – Occupied Clean**
- **OI – Occupied Inspected**
- **OD – Occupied Dirty**

- **OO – Out Of Order**
- **OS – Out of Service**

Procedure

- All check out rooms should be registered as VD status on the computer. Once the Room Attendant has cleaned the room, the status should be changed to VC. Once Inspected by the Supervisor and the room is ready for a Guest use the status should be changed to VI. Only rooms on VI can be given to a guest.
- For occupied rooms status should be updated to OC as soon as Room Attendant has cleaned the room. For all occupied rooms checked by a Supervisor the status should be changed to OI. Only rooms, which have not received service, should be left on OD to allow for follow up.
- Out of Order removes rooms from the availability and should only be used if a room cannot be sold for Guest use for any reason.
- Out of Service this is used for rooms, which are requiring maintenance or deep cleaning, or for special requests or VIP arrivals. This does not remove rooms from availability and should be used more frequently than OO.
- All room statuses should be updated on the computer on a regular basis and at the end of shift for handover purposes the computer should be checked with regards to room status.
- The room status should be logged on the Room Attendants and Supervisors sheets in order to cross check any discrepancies.