

# School of Hospitality

Course Code : BSCH3004

Course Name: Housekeeping Management

## UNIT -1 PLANNING & ORGANISING THE HOUSEKEEPING DEPARTMENT

### Topic 1: Area Inventory List

Topic outcome:

- 1: To understand housekeeping function under planning and organizing.
2. Interpret area inventory list.
3. To understand use of area inventory list in hotel housekeeping operation.

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# Housekeeping's Responsibilities

in limited-service hotels

cleaning;

- guestrooms
- corridors
- public areas such as lobby and public restrooms
- pool and patio areas
- management offices
- storage areas
- linen and sewing rooms
- laundry room
- back of the house areas e.g. employee locker rooms

# Housekeeping's Responsibilities

additional areas in mid-and-world class hotels

cleaning;

- meeting rooms
- dining rooms
- banquet rooms
- convention/exhibition halls
- hotel-operated shops
- game rooms
- exercise rooms

# Management Functions of Executive Housekeeper

- Planning
- Organizing
- Coordinating/Staffing
- Directing/Controlling
- Evaluating



# Planning

- Area Inventory List
  - Frequency Schedules ex. 2.2, pg. 24, ex. 2.3, pg. 25
  - Performance Standards
  - Productivity Standards Equipment and Supply Inventory Levels
- +
- Housekeeping Department's Operating Budget



# Basic Planning Activities

## Initial Planning

### Questions

1. What items within the area  
must be cleaned or maintained?
2. How often must the items within  
this area be cleaned or maintained?
3. What must be done in order to clean  
or maintain the major items within  
this area?

## Resulting

### Documents

*“Area Inventory*

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*List”*

*“Frequency*

*Schedules”*

*“Performance*

*Standards”*

4. How long should it take an employee to perform an assigned task according to the department's performance standards?

*"Productivity Standards"*

5. What amounts of equipments and supplies will be needed in order for the Housekeeping staff to meet performance And performance standards?

*"Inventory Levels"*



# Area inventory lists

Is the **first planning activity**, because the lists ensure that the rest of the planning activities address every item for which Housekeeping will be held accountable. Inventory lists are bound to be long and extremely detailed. Since most properties offer several different types of guestrooms, **separate inventory lists may be needed for each room type.**



## Sample guestroom area inventory list

Bedroom		Bathroom	
<ul style="list-style-type: none"> <li>• Doors, locks, chains, stops</li> <li>• Lights, switches</li> <li>• Ceiling</li> <li>• Walls</li> <li>• Floor tiles</li> <li>• Woodwork</li> <li>• Drapes and hardware</li> <li>• Windows</li> <li>• Heater/air conditioner settings</li> <li>• Telephone</li> <li>• Television and radio</li> <li>• Headboards</li> </ul>	<ul style="list-style-type: none"> <li>• Spreads, bedding, mattress</li> <li>• Dressers, nightstands</li> <li>• Lamp shades, lamps, bulbs</li> <li>• Chairs, sofa</li> <li>• Ashtrays and waste-paper basket</li> <li>• Carpet</li> <li>• Pictures and mirrors</li> <li>• Closet and safe</li> <li>• Mini bar</li> <li>• Amenities</li> </ul>	<ul style="list-style-type: none"> <li>• Bathroom doors</li> <li>• Lights, switches</li> <li>• Walls</li> <li>• Floor tiles</li> <li>• Ceiling</li> <li>• Mirrors</li> <li>• Tub, grab bars</li> <li>• Shower head</li> </ul>	<ul style="list-style-type: none"> <li>• Vanitory unit</li> <li>• Fixtures, faucets</li> <li>• Toilet—flush handle, cistern, seat</li> <li>• Tissue holder</li> <li>• Sani-bin</li> <li>• Exhaust vent</li> <li>• Amenities</li> </ul>



Sample frequency schedule for cleaning in the guestroom

Bedroom		Bathroom	
Cleaning tasks	Frequency	Cleaning tasks	Frequency
• Clean doors, locks, chains, stops	1/D	• Damp-dust bathroom doors	1/D
• Clean lights, switches	1/W	• Clean lights, switches	1/W
• Check lights, switches	1/D	• Check lights, switches	1/D
• Clean ceiling	1/M	• Clean ceiling	1/M
• Dust walls	1/W	• Dust walls	1/W
• Wash walls	1/6M	• Wash walls	1/6M
• Vacuum clean/mop floor tiles	1/D	• Mop floor tiles	1/D
• Buff floor tiles	1/M	• Buff floor tiles	1/M
• Polish floor tiles	1/6M	• Damp-dust mirrors	2/D
• Dust all woodwork	1/D	• Polish mirrors	2/W
• Polish all woodwork	1/M	• Clean tub, grab bars	1/D
• Clean window drapes and tracks	1/M	• Clean shower head	1/M
• Clean windows	1/W	• Damp-dust shower curtain	1/D
• Check heating/air-conditioning setting	1/D	• Scrub shower curtain	2/M
• Dust and check television and radio	1/D	• Check and clean fixtures, faucets	1/D
• Damp-dust head boards	2/W	• Clean toilet—flush handle, seat	1/D
• Change spreads, bedding	2/D	• Check and clean tissue holder	1/W
• Turn and rotate mattress	1/6M	• Empty and clean sani-bin	2/D
• Clean dressers, nightstand	2/W	• Dust exhaust vent	2/M
• Clean lamp shades, lamps, bulbs, check lamps, bulbs	1/W	• Replenish amenities	1/D
• Vacuum chairs, sofa	2/W		
• Empty and clean ashtrays and wastepaper baskets	1/D		
• Vacuum carpets	2/W		
• Shampoo carpets	1/6M		
• Damp-dust pictures and mirrors, polish picture and mirror glass	1/D		
• Dust closet and safe	1/W		
• Damp dust mini bar	2/W		
• Replenish contents	2/W		
• Replenish amenities	1/D		

Notes: D = day; W = week; M = month; 2M = two months; 6M = six months

# References

- **Hotel Housekeeping Operations & Managements (G.Raghubalan & Smritee Raghubalan) --- Oxford Publication**
- **IHM notes site (://www.ihmnotessite.net/5-Housekeeping)**