

School of Hospitality

Course Code : BSCH3004

Course Name: Housekeeping Management

UNIT -3 Control Services & safety

Topic 7 :Key & Key Control

Topic outcome:

- 1: To understand various types of key
2. Interpret the use of various keys at HK desk..

GALGOTIAS

Name of the Faculty: Ms.Monalisha Dash
BScHM/BHM

Program Name:

Issuing floor keys to room maids:

- issue the floor key to room maids only after getting the signature on the key register.
- Room maids should never give the floor key to any guest or other hotel staffs.

COLLECT KEYS AT THE END OF EACH SHIFT:

- When room attendants return the room key ask them to sign on the key control register.
- Return the keys to the security department and get signature from the security staff who is taking over the keys.
- **Handle grand master keys and section master keys:**
- Only people authorized to check out grand master and section master keys should handle them.
- If an authorized staff wants to handle these keys for any special cases, then a proper approval must be taken from either Asst. Housekeeping manager or Executive Housekeeper.
- Do a follow up with the staff who was taken these keys if the same is not returned in stipulated time. If you find anything suspicious then report the same to the managers.



REFERENCES

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

