

School of Hospitality

Course Code : BSCH3004

Course Name: Housekeeping Management

UNIT -1 PLANNING & ORGANISING THE HOUSEKEEPING DEPARTMENT

Topic 2: Performance Standard and Productivity Standard

Topic outcome:

- 1: To understand significance of performance standard
2. To understand significance of productivity standard
3. Interpreting co relation between the two types of standard

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Program Name:

Productivity Standard

- This standard communicate the quantity of work expected to be competed by each employee of the department.
- EHK must know how long it should take an employee to perform the task in the area inventory list, as this knowledge helps in determining staff strength.

Productivity Standard Worksheet

- Step 1

Determine how long it should take to clean one guestroom according to the department's performance standards.

Approximately 27 minutes

PS: Since performance standards change from property to property, this figure is used as an example. It is not a suggested time figure for cleaning guestrooms.

- Step 2

Determine the total shift time in minutes

8 hours \times 60 minutes = 480 minutes

Example of productive standard worksheet:

Total Shift Time = 9 hrs X 60 mins = 540 mins.

Beginning of Morning Shift = 20 mins

Tea Break = 10 mins

Lunch = 30 mins

Evening Tea Break = 10 mins

End of Morning Shift = 20 mins (handover)

Therefore, the room attendant is there for 450 mins in guest room (540-90) and each room takes 30 mins to clean. Therefore, the attendant can clean 15 rooms in 450 mins.

Performance Standard

- They are required levels of performance that establish the quality of work that must be done according to the expectations of the property. The key to consistency in service is the performance standards which the Executive Housekeeper develops, daily inspections & periodic performance. Evaluation should follow up with specific on the job coaching & re-training. This ensures that all employees are consistently performing their tasks in the most efficient & effective manner. Performance standards are achieved when

- Cleaning methods are correctly selected and systematically followed.
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- The ideal cleaning agents are used on the various surfaces involved.
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- The correct pieces of equipment are used on the various surfaces involved.
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- Cleaning tasks are carried out at required frequencies.
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- All the employees carry out their cleaning tasks in a consistent manner.
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- Time and motion studies are periodically carried out in the department to obtain best practices in housekeeping.

Performance standard for cleaning of vanity unit

Equipment required: Swab cloth, bottle brush, tweezers, nylon-web scouring pad, neutral detergent solution, lint-free duster, rubber gloves, and plastic apron

Procedure	Key points
1. Put on gloves and apron.	
2. Put aside personal property, soap, tooth glass, dental kit, and shaving kit.	Take care when removing used razor blades—wrap in paper and keep them separate from other rubbish.
3. Rinse round the basin. Remove any waste from the plug hole and discard in sani-bin.	Use tweezers to remove waste from plug hole.
4. Half-fill the basin with warm water. Wet the swab cloth.	
5. Apply neutral detergent solution to swab cloth, clean outside of basin, pipes behind, taps, mirror, and behind basin. Use scouring pad only for stubborn marks.	Do not use excess water on the mirror. Polish and clean the mirror with glass cleaner and newspaper twice a week.
6. Wash swab cloth and rinse the above areas with clean water.	
7. Empty basin and, using bottle brush, clean overflow.	Much dirt can collect here if not cleaned regularly.
8. Apply neutral detergent solution to swab cloth and clean remaining portion of basin, plug, and chain.	
9. Wash swab cloth. Rinse the above areas with clean water.	
10. Dry mirror, taps, and surfaces with lint-free duster.	This helps give a clean-as-new look.
11. Replace personal property, soap, tooth glass, dental kit, and shaving kit. Fold hand and face towels neatly.	Replenish new soap and fresh towels as per company policy.
12. Inspect for any faults or damage.	If found, report to supervisor.
13. Wash swab cloth, bottle brush, nylon pad, gloves, and apron. Leave to dry. Store cleaning agents correctly. Wash hands.	

References

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