

The logo for the National Mission on Himalayan Studies (NMHS) features the letters 'NMHS' in a bold, blue, sans-serif font. The letters are slightly shadowed, giving them a three-dimensional appearance as if they are floating or standing on a surface.

**An Initiative of
Himalayan Institute For Environment, Ecology & Development
(HIFEED)**

INTRODUCTION TO THE HISPOITALITY INDUSTRY

Training Manuals – Module 4 (HOUSEKEEPING)

Project Title - A Pilot Project for Promotion of Village Tourism in the Outer Periphery of Tehri Dam to Ensure Sustainable Livelihood Options to Youths and Women by Protecting Environmental and Local Cultural Heritage under National Mission on Himalayan Studies (NMHS), GBPIHED, Almora, Ministry of Environment, Forest & Climate Change, Govt. of India

INTRODUCTION

Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area and surroundings. A hotel survives on the sale of room, food, beverages and other minor services such as the laundry, health club spa and so on. The sale of rooms constitutes a minimum of 50 per cent of these sales. Thus, the major part of the hotel's margin of profit comes from the room sales, because a room once made can be sold over and over again. The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. Guestrooms are the heart of the hotel. The housekeeping department not only prepares clean guestroom on a timely basis for arriving guest, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property.


It is rightly said that housekeeping is a 24 x 7 x 365 operation. Imagine the stacks of linen needed to make up all the beds in a hotel, the miles of carpeting, floor, walls and ceiling to be cleaned and maintained, and cleaning compounds along with special tools and equipment needed in order to clean.

Other than hotels, professional housekeeping services are very much in demand in hospitals, on cruise liners, at offices and more. Since most such organizations prefer to outsource these functions, contract housekeeping is becoming a popular in these days.

ROLE OF HOUSEKEEPING DEPARTMENT

Housekeeping plays a very important role in hospitality industry such as:-

- To achieve the maximum possible efficiency in ensuring the care and comfort of guests and in the smooth running of the department.
- To establish a welcoming atmosphere and ensure courteous, reliable service from all staff of the department.
- To ensure a high standards of cleanliness and general upkeep in all areas for which the department is responsible.
- To provide linen in rooms, restaurants, banquet hall, conference venues, health clubs, and so on, as well as maintain an inventory for the same.
- To provide uniforms for all the staff and maintain adequate inventories for the same.
- To cater to the laundering requirements of the hotel linen, staff uniforms and guest clothing.
- To Provide and maintain the floral decorations and maintain the landscaped areas of the hotel.
- To coordinate renovation and refurnishing of the property as and when, in consultation with the management and with interior designers.
- To deal with lost and found articles.
- To ensure training, control and supervision of all staff attached to the department.
- To establish a good working relationship with other department.
- To ensure that safety and security regulations are made known to all staff of the department.

Housekeeping	
Standard Operating Procedure Housekeeping Task: Key Control	Dept- Housekeeping  SOP NO: 01

ACHIEVEMENT: To control the misuse of keys and ensure proper security of all property.
PROCEDURE:

Housekeeping Master keys are of four kinds:

Room attendant's key: This key is issued to the room attendant at the start of the morning shift and returned at the end of the shift. It opens only a section of rooms.

Floor Master key: This key is issued to the Assistant housekeeper at the beginning of each shift and is returned at the end of the shift. It opens all guestrooms of that particular floor.

Public area Master key: This key is issued to the Assistant Housekeeper responsible for the Public Areas. It opens all Restaurants, Banquet Halls, Offices and other areas.

Grand Master key: This key is handled by the Executive Housekeeper, Assistant Executive Housekeeper and night duty House Keeping Executives. It opens all the guest rooms (except double locked rooms) and Public areas.

Emergency Master Key: It functions in the same way as the Grand master key and also opens rooms that are double locked. This key is with the General Manager, Front Office Manager and the Executive Housekeeper. A register is maintained to record issue and deposit of this key and a room may only be opened in the presence of security personnel.

Guest Room keys: All guest room keys left in the room or found anywhere in the hotel should be handed over to the Front Desk. Keys must never be kept on top of the HK trolley or any unattended place.

Key Control procedure :

- All Housekeeping keys are stored in a locked key cupboard.
- The ends of key ring should be welded together along with an identification tag.
- Housekeeping Attendant keys are attached to a long key chain with a clip.
- Any staff who issued a key is responsible for it and should not hand it over to anyone else.
- All housekeeping keys are issued from and returned to the control room where a register is maintained.
- One of the Assistant Housekeeper's is made responsible per shift for key control.
- In case a key is lost, the Executive Housekeeper, Assistant Housekeeper, Security Manager, Front Office Manager & General Manager are to be informed immediately.
- The Chief Engineer holds all the original keys and he/she does the replacement of broken and lost keys. The broken key parts must be collected carefully and returned.
- Keys of Flower room, Uniform & Linen room, Executive Housekeeper's office, Laundry and Lost and Found room will be deposited at the Security office.
- All the housekeeping pantry keys are kept in the Housekeeping Control and are issued area wise to the respective House Keeping Assistants.

Housekeeping	
Standard Operating Procedure Housekeeping Task: Maintaining Section book	Dept- Housekeeping [REDACTED] SOP NO: 02

Procedure:

- Each and every housekeeper keeps one section book.
- Section book is used to know what the status of room actually is, whether its an occupied room, departure room, a vacant room or an under repair room.
- Timing is noted down in the section book as a person enters the room and for what reason.
- If the room is occupied and if the luggage is left open or any valuable belongings left behind, then this is also noted down in the section book.
- Every room in the hotel is serviced as a VIP room. There is no discrimination at all.
- All the special points are also noted down in the book, like;
- Any guest complaints.
- If the guest is unwell.
- The bed is not used the room but the room is occupied as per the Front Office Report.

Housekeeping	
Standard Operating Procedure Housekeeping Task: Room Occupancy Report	Dept- Housekeeping [REDACTED] SOP NO: 03

Procedure:

Each and every housekeeper keeps one occupancy book with him.

- Occupancy book is used to write the status of all the rooms on the respective floor.
- The details such as number of guests staying in the room or any extra beds to be made and the status of the room is checked by checking the bed, slippers, tooth brush etc.
- This report is made thrice a day by the staff on duty.

The 1st report at 9:00 hrs [morning]

The 2nd report at 14:00 hrs [afternoon]

The 3rd report at 19.30 hrs [evening]

Housekeeping	
Standard Operating Procedure Housekeeping Task: Standard Phrases to use	Dept- Housekeeping [REDACTED] SOP NO: 04

What do you say while making morning occupancy report?

R.A : When can I service your room sir?

Guest : Now

R.A : I will be back after 10 minutes, Sir / Madam.

(The Room Attendant must make sure she goes to the room exactly after 10 minutes.)

OR

R.A : When can I service your room sir?

Guest : After 10.30am.

R.A : (Time to be noted) certainly sir, Have a good day.

Following points are to be mentioned in the occupancy slip;

Floor number, day, month, hour, time, name of the Room Attendant.

All extra items found in the room.

Status of the rooms - D.L (Double Lock), D.N.D (Do Not Disturb), U/R (Under Repair) N (Departure),
V (Vacant), O (Occupied), S.B (Scanty baggage)) - occupied no luggage.

Number of the guests occupying the room.

- Other Standard Phrases ;

Could you service my room at 4.15 p.m	:Certainly Sir/Ma'am?
May I have some extra glasses	: Certainly Sir/Ma'am?will have them placed.
I am not feeling well	: Would you like to see a doctor
In which restaurant can I have a quick meal	: At the Coffee Shop?
Where can I have Chinese food	: At the Chinese Restaurant
Could you ask some one to pick up my luggage	: Certainly Sir/Ma'am
I would like to meet your supervisor	: Certainly Sir/Ma'am I will call her right away.
May I have my shoes cleaned/polished	: Certainly Sir/Ma'am I will have it done.
How are you today	: Very well Thank you Sir/Ma'am, How are you?
Could you open the # for me	:I am sorry Sir; I will inform the Lobby Manager?
Which way is to my Room	: On to your left/right.
My bar has not been replenished	: Sorry Sir/Ma'am I will have it replenished.
I have not consumed anything but there are	:I am sorry Sir/ma'am
Items missing from my bar.	:I will have it Replenished.
May I know the names of the films being shown on Channel Sir/Ma'am	:The Programmed is on IV today
Have a nice day	: And you too Sir/Ma'am
Thank You	: My pleasure Sir/Ma'am
After servicing the # Morning	: Have a pleasant day Evening ,
Good Night Sir/Ma'am	

STANDARD PHRASES IN DIFFERENT SITUATION:-

Any major problem which cannot be handled by you will be informed to the executive concerned.

"I will inform my Executive".

For any extra items asked by the guest eg. Bucket, Hairdryer, Hardboards, Blanket etc.

"Certainly Sir, I will have it placed in your room".

Ring the bell thrice of any room and announce.

"Housekeeping, Good Morning".

For Servicing the Room.

"Certainly Sir/madam, I will have it done right away".

At the time of occupancy :-

Room Attendant (R.A) - when can I service the room.

Guest - Right away/now".

R.A - Can I come after 10 minutes Sir

R.A - When can I service the room.

Guest - Later

R.A - At what time shall I come Sir/Madam?

Guest - At 10 o'clock.

R.A - Very well Sir, have a pleasant day.

Handling angry guest :-

Guest - My A/C/Shower/W/Tlamp is not working.

R.A - Sorry Sir, I will send the A/c Mechanic/Plumber/Electrician up to your room.

(Guest complaint to be auctioned within 15 minutes.)

Housekeeping	
Standard Operating Procedure Housekeeping Task: Vacant Room Cleaning	Dept- Housekeeping [REDACTED] SOP NO: 05

VACANT ROOM


Vacant rooms are rooms which are ready for sale. The guest can walk in any time. These rooms have to be serviced just after occupancy for example 9.00am on all working days & 9.30 am on a Sunday. These rooms have to be serviced by 11.00 am maximum. (On days of high occupancy for example)

Procedure:

limitation: 10 mins.


Time taken: Time

- The room status is known from Front Office.
- For a vacant room, the housekeeper inserts the key tag into the key-switch.
- Then the housekeeper opens the heavy curtains and checks all the lights in the rooms.
- After this, the laundry tray is placed on the safe.
- The water tray is picked up from the bedside table and kept on the minibar-fridge.
- Then the bed cover is removed from the T.V table drawer and the bed is made.
- The leveling of the cover should be the same on both the sides.
- Then, the whole room is dusted and checked for all supplies, cleanliness of carpet and maintenance job. If any maintenance job is found then it is given to the housekeeping desk immediately.
- After the cleaning of the rooms, the housekeeper enters the bathroom.
- The shower curtain is opened out.
- The bath mat is folded and kept on the bathtub parallel to the soap-dish.
- After everything is over the housekeeper stands in one place and takes a final look at the whole room.
- Finally the room is locked.

Housekeeping	
Standard Operating Procedure Housekeeping Task: Cleaning the Bath Room	Dept- Housekeeping  SOP NO: 06

CLEANING THE BATH ROOM:

- Remove all dirty linen/used supplies.
- Remove all the water by pushing the water inside the W/C.
- Scrub w/c with scrubber and cleanex. (Cleaning agent) R6.
- Scrub bathtubs and all chrome fixtures with plastic & cleanex.R6
- Scrub the wash basin with plastic & cleanex.R6
- Wash off all with water.
- Dry it with a clean. dry duster.
- Wipe mirrors and shades with clean, dry duster.
- Place supplies and also the w/c band on the w/c seat cover.
- Mop the floor.
- Spray the bathroom with air freshner.

Housekeeping	
Standard Operating Procedure Housekeeping Task: Making a Bed	Dept- Housekeeping  SOP NO: 07

Procedure:

- The guest's clothes, which are on the bed, are folded and kept on the sofa.
- Then the soiled bed sheets are dusted and removed and put in the hamper bags.
- Then the mattress protection is changed, if it needs to be changed.
- After this, a bed sheet is spread on the bed and tucked in tightly on all the four sides.
- Another sheet is taken and spread on the bed. This sheet is taken and spread on the bed. This sheet is not tucked in.
- A blanket is placed on the 2nd bed sheet.
- On the blanket, a night spread is placed.
- All these sheets and blanket are neatly folded and tucked on all the sides together.
- Then the pillow covers are changed and arranged on the bed.

Housekeeping	
Standard Operating Procedure Housekeeping Task: Handling a DND room	Dept- Housekeeping [REDACTED] SOP NO: 08

PROCEDURE:

- The housekeeper during his shift goes to allocated rooms and cleans them up.
- In the event, that a room has a DND sign outside the room, the housekeeper does not disturb the guest.
- The Housekeeper comes after some time to check whether the guest is free or not.
- If yes. Then he cleans up the room.
- If the room is DND throughout the day, then the supervisor calls the guest to ask for the service to be done in the room. If there is no response from the room, a note should be sent to the Front Office Manager for his information. This should be logged in the housekeeping logbook for the next shift to follow up.

Housekeeping	
Standard Operating Procedure Housekeeping Task: Cleaning a Occupied / guest room	Dept- Housekeeping [REDACTED] SOP NO: 09

OCCUPIED ROOMS

These are rooms which are occupied by guests. These rooms are serviced in the same manner as departure rooms with some changes here and there.

IMPORTANT POINTS TO REMEMBER WHILE SERVICING AN OCCUPIED ROOM :

- Never leave an occupied room open.
- Always stand in front of the occupied room if any maintenance is going on or inform the desk to call for the security guard.
- Check for shoe shine, laundry pick up, room service pick up and then ring up the housekeeping, Laundry, room service accordingly.
- Replenish all guest items - Soaps, shampoo, M/L, F/B, Toilet roll, Tissue, Shower caps bud, laundry and, letter heads etc.
- Do not open occupied rooms for any other guests.
- All night clothes to be folded and kept on the foot of the bed.
- Unless the items are thrown in the waste paper bin, do not throw away any guest items.
- Waste Paper bin items also to route through lost and found.
- Always do the room first and then the bathroom. Unless the guest ask you otherwise.

- Set guest items on face cloth or hand towel on dresser table and bathroom wash basin counter When ever required.

THOROUGH CLEANING

- Each R.A has to do two thorough cleaning per day.
- She has to mention the room no's behind the check list and also in the last page of her section book for her future reference anybody else who is the reliever on her 'off' day.
- Material required: - Steel wool/scrapers, cobweb brush, carpet brush, upholstery brush, dettol, old toothbrush, cleanex, used Shower caps etc.

BATHROOM :-

- Remove all supplies and towels and place them on the dresser counter.
- Scrape the bathroom granite and wash basin counter corners with steel wool / scrapers.
- Push the water into the w/c with sponge and scrub all the yellow marks in the w/c with cleanex and plastic, scrub the base of w/c and behind the w/c also. The rim, hinges of the w/c to be cleaned with old toothbrush.
- Washbasin rim and the washbasin stopper to be cleaned with old toothbrush. Chrome fixtures below the basin to be scrubbed.
- Scrub the bathtub and the stopper.
- Shower head to be cleaned with the old toothbrush.
- Wipe the door beading and mirror beading with a damp cloth.
- Scrub the Perspex sheet below the washbasin counter.
- Wipe the bathroom dry.
- Refill all supplies back.

BED ROOM:-

- Carpets brush every corner of the room.
- Wipe all the wooden furniture/fixtures with a damp cloth.
- Check for cobwebs and remove them.
- Scrub the A/C grill and the ward robe base.
- Remove all drawers and wipe.
- Brush the lampshades and upholstery with upholstery brush.
- Disinfect all telephones with diluted dettol.
- Scrub all marks on the wall with plastics and cleanex.
- Wipe telephone wires.
- Clean the refrigerator thoroughly.


POINTS TO REMEMBER: The room should always smell good and look spic and span.

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The time the guest wants service (informed to you while making occupancy) has to be mentioned at the left hand side.

All the special and important points like

- Any guest complaints.
- If guest complaints.
- If guest is unwell.
- Bed is not used but the room is occupied as per the Front Office.
- Scanty baggage.
- If Any of the extra items in the room eg: Extra bed, Hardboard, hair drier, hot water bag, ice bag, adapter etc. are found missing.
- The names of the people who have entered the room other than the guest, (maintenance, Crew, house men, etc.)

Housekeeping	
Standard Operating Procedure Housekeeping Task: Evening service	Dept- Housekeeping  SOP NO: 10

PROCEDURE:

- Second service is also known as evening service.
- This is done after 1700 hrs.
- The housekeeper takes the floor keys, sign the key Register and take 4 dusters.
- Then the trolley is removed from the pantry. (Please note that the second shift trolley is set as soon as the attendant reports at 1330 hrs.)
- Bathroom linen, section book, checklist and an occupancy book are kept on the trolley.
- A housekeeper starts off his duty by checking if a DND room has been removed its sign. Then this particular room is given first priority and cleaned immediately.
- The housekeeper then goes to other rooms. Before entering the room, he rings the bell thrice, as usual and simultaneously says, “House-keeping”.
- The hand over is folded and put into the cabinet drawer.
- Soap dish is washed. If the soap is used, then replace with a new one. If tissues are over, then refill it again. If the toilet roll is over then replace it. If the bathrobe is dirty, then change it.
- The shower curtain to be drawn and the bath mat to be spread on the floor.
- The Odonil containers are also checked. If they are less or over, then refill it.
- Before leaving the bathroom, give a final look; check all bulbs telephones and music box.
- Scrub the bathroom thoroughly and then lock it.

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- Evening fold is given to the bed linen on the telephone side.
- The laundry tray is kept at the foot of the bed at the center.
- Clothes need to be folded and kept if thrown around.
- All supplies need to be checked.
- Close the Heavy curtains and put the night lamp and bedside light on.
- Before leaving wish the guest, “Good-Night”.
- At 10:30 p.m. lock all the pantries of all floors, and hand over the keys to the respective supervisor and sign the register.

PROCEDURE FOR THE EVENING FOLD:

- Take the first sheet and spread it on the bed, tuck it on all sides under the mattress mitering the corners.
- Take the second sheet, spread over the mattress, starting from the head of the mattress.
- Spread the night spread likewise.
- Fold the sheets, blanket, night spread at the head of the bed. The fold being approximately 5 inches.
- Fold it once more and tuck the sides.
- Move to the foot of the bed, pull all four (Two sheets, One night spread, One blanker) slightly to remove any wrinkles and tuck them under the mattress.
- Miter the corner at the sides.
- Put the pillow covers on to the pillows (Never put the pillows under your chin). Hold tightly one end of the pillow and put it inside the pillow cover.
- Place the pillows at the head of the bed. The opening of the pillow covers should face each other.
- Flatten the pillows by patting it.
- HOOVER the carpet.
- Dust the room simultaneously checking for supplies and maintenance.
- Replace the supplies.

CLEANING THE BATH ROOM:

- Remove all dirty linen/used supplies.
- Remove all the water by pushing the water inside the W/C.
- Scrub w/c with scrubber and cleanex. (Cleaning agent)
- Scrub bathtubs and all chrome fixtures with plastic & cleanex.
- Scrub the wash basin with plastic & cleanex.
- Wash off all with water.
- Dry it with a clean, dry duster.
- Wipe mirrors and shades with clean, dry duster.
- Place supplies and also the w/c band on the w/c seat cover.
- Mop the floor.
- Spray the bathroom with air freshener.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping

Housekeeping	
Task: Morning Tasks for Room Attendants	SOP NO: 11

ACHIEVEMENT: To ensure that all the tasks allocated in the particular shift are completed.

PROCEDURE:

- Swipe card and enter the department at 7.15 a.m. Attend briefing and allocation and collect your keys and sign for the same.
- Take the room status report from the Asst. Housekeeper and go up on the floors.
- Read the previous afternoon's section book. Set up the trolley. Go to your section on the floor.
- Service the rooms with active 'make my room' signs on priority.
- Maintain your section book as each room is cleaned. Call housekeeping desk for messages and for giving maintenance complaints at regular intervals.
- Clean departure rooms.
- Make the room occupancy report and hand over to the Asst. Housekeeper of your floor by 10.55 am. Clean occupied rooms.
- Place the trolley in the pantry take a lunch break.
- Ensure that the corridors, pantry and trolley are kept clean and tidy at all times.
- Carry out tasks assigned by the Asst. Housekeeper and inform about extra items removed and given.
- Complete weekly and extra cleaning.
- You are responsible for guest supplies and at the end of the shift give the Asst. Housekeeper the consumption for the day.
- Be present in an occupied room when the Engineering, Room Service and Bell Services personnel are working.
- Clear the under repair rooms and keep it ready for the Asst. Housekeeper to inspect.
- Clear garbage, bring it down and dispose.
- Complete both section and checklist books.
- Set one trolley for the afternoon shift.
- At the end of the shift hand over the lost and found to your floor Asst. Housekeeper.
- Hand over the keys and sign the register.
- Swipe card out of the office and leave for the day.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping

Housekeeping	
Task: Cleaning of Walls	SOP NO: 12

ACHIEVEMENT: To keep clean painted and wall papered walls.

EQUIPMENT:

- Multi – purpose cleaners
- Duster cloths
- Sponge
- Dry duster

PROCEDURE:

- Spray the multi – purpose cleaner on the duster cloth / sponge.
- Blot out any noticeable spots / stains on the walls using the damp duster.
- Lightly rub stubborn stains.
- Avoid spreading the stain.
- Wipe dry the walls using the dry duster.
- Before leaving the area dry the skirting and floor of any spillage.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	
Task: How to clean Ceilings	SOP NO: 13

ACHIEVEMENT: To ensure that all high ceilings are free of any dirt or cobwebs.

EQUIPMENTS:

- Cobweb brush
- Vacuum cleaner
- Step stool / suitable ladder
- Dust cover
- Dusters

PROCEDURE:

- Use vacuum cleaners as far as possible.
- While cleaning ceiling also clean lights, grills and ledges.
- Use backpack vacuum cleaners on staircases.

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- Take care not to damage ceiling lights and lamps while cleaning.
- Spread dust cover below the area where the ceiling is to be cleaned.
- Place ladder / step stool securely.
- Work in a clock-wise direction and from top down.
- Using cobweb brush, clear out dust and cobwebs from the ceiling.
- Clear all cleaning equipment from the area and take a last thorough look before leaving.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	[REDACTED]
Task: Maintenance Checklist	SOP NO: 14

OBJECTS IN A ROOM THAT NEED MAINTENANCE

NAME TO WHOM

DOOR	Door Bell out of order	Electrician
	Main door hinges loose	Carpenter
	Main door beading	Carpenter
	Main Door chipped	Carpenter
	Main door polished	Polisher
	Room No. loose	Carpenter
	Main door knob	Carpenter
	Peep hole	Carpenter
	Door Stopper broken	Carpenter
	Main door hard	Carpenter
	Main door noisy	Carpenter
	Double lock jammed	Locksmith

PASSAGE	M Switch plate loose	Electrician
	Hoover Switch plate loose	Electrician
	Passage mirror cracked	Carpenter
	Passage mirror frame loose	Carpenter
	Smoke Indicator loose	Carpenter
	A/C outlet cleaning	Electrician

WARDROBE	Wardrobe knobs loose	Carpenter
	Wardrobe beading to polish	Polisher
	Tie hangers loose	Carpenter
	Wardrobe switches	Electrician

Wardrobe bulb fused	Electrician
Wardrobe hinges	Carpenter
Hanger loose	Carpenter
Wardrobe rod	Carpenter
Wardrobe shelve to paint	Painter
Wardrobe shelve	Carpenter
Wardrobe door to polish	Polisher

LUGGAGE ROOM

Luggage rack rails to polish	Polisher
Luggage guard rails to polish	Polisher
Brass fitting in Luggage	Carpenter
Luggage rack shelve to polish	Polisher

WRITING - TABLE

Writing table top to polish	Polisher
Writing table drawer to polish	Polisher
Writing table lamp cracked	Electrician
Writing Table Lamp Bulb fused	Electrician
Wall Plate of writing table cracked	Electrician
Switch plate of writing table	Electrician
Lamp shade torn	Tailor
Bulb holder loose	Electrician
Lamp shade frame broken	Electrician
Lamp wires to clip	Electrician
Telephone out of order	Telephones
Lamp ring loose	Electrician
Lamp switch loose	Electrician
Chair back torn	Tailor
Chair back dirty	Spotter
Chair seat torn	Tailor
Chair piping torn	Tailor
Chair frame chipped	Carpenter
Chair legs chipped	Carpenter
Chair Undercover torn	Tailor

CURTAINS

Heavy curtains to level	Tailor
Lace curtains torn	Tailor
Pelmet torn	Tailor
Curtains runners hard	Carpenter
Curtain hooks broken	Tailor

WINDOWS

Left hand window cracked	Carpenter
Centre had window cracked	Carpenter
Right hand window cracked	Carpenter
Window frame to polish	Polisher
Key hole broken	Carpenter

SOFA

Outside window light fused	Electrician
Sofa back rest dirty & torn	Dirty Spotter
Sofa hand rest dirty or torn	Torn Tailor
Sofa seat dirty or torn	Tailor/ spotter

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	Sofa legs dirty or torn	Tailor/ Spotter
	Sofa piping torn	Tailor
	Picture light holder above loose	Electrician
	Picture light handle above loose	Electrician
COFFEE TABLE		
	Coffee Table top to polish	Polisher
	Coffee table base to polish	Polisher
	Brass lining in coffee table loose	Carpenter
	Shoes of coffee table broken	Carpenter
BEDSIDE LAMP		
	Bedside lamp shades torn	(H/K) Tailor
	Beside lamp bulb fused	Electrician
	Bedside holder broken (Lamp)	Electrician
	Bedside ring loose (Lamp)	Electrician
	Bedside switch loose or hard lamp	Electrician
	Bedside lamp arm to fix	Electrician
MESSAGE LIGHT TABLE		
	Message Light table to polish	Polisher
	Master switch in Message light table to fix	Electrician
	Message light panel loose	Carpenter
	Master switch plate loose	Electrician
	Message light table shelve to polish	Polisher
	Message light table shoes broken	Carpenter
	Bedside wall plate cracked	Electrician
	Bedside switch plate cracked	Electrician
BEDSIDE TABLE		
	Bedside table drawer jammed	Carpenter
	Bedside table drawer stoppers	Carpenter
	Bedside table brass lining loose	Carpenter
	Bedside table runners broken	Carpenter
THERMOSTAT		
	Thermostat switches	A/C Mechanic
	Thermostat Pointer	A/C Mechanic
HEAD BOARD		
	Head board frame to polish	Polisher
	Head board back to shampoo	Spotter
	Brass lining in bed head loose	Carpenter
	Brass inlay loose	Carpenter
BED	Wheel broken	Carpenter
	Wheel holder broken	Carpenter
	Bed frame	Carpenter
BATHROOM		
BASIN	Hand towel rack loose	Carpenter

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	Shaver socket loose or cracked	Electrician
	Mirror cracked	Carpenter
	Mirror beading cracked	Carpenter
	Basin cracked	Plumber
	Tap loose or leaking	Plumber
	Basin stopper band broken	Plumber
	Basin stopper ring broken	Plumber
	Pressure lever broken	Plumber
	Basin light shades broken	Plumber
	Basin light holder loose	Electrician
	Basin bulb fused	Electrician
	Toilet rack to polish	Polisher
	Facia to polish	Polisher
	Facia beading to polish	Polisher
	Facia beading cracked	Carpenter
	Hot and cold water	Plumber
	Knobs leaking	Plumber
	Basin pipe leaking	Plumber
	Counter wall to paint	Painter
TUB	Bath towel rack loose	Carpenter
	Shower curtain torn	Tailor HK
	Shower curtain rod	Plumber or Carpenter
	Tub stopper not working	Plumber
	Tub stopper level hard	Plumber
	Tub stopper lever plate loose	Plumber
	Mixture plate loose	Plumber
	Pressure lever not working	Plumber
	Shower pipe loose	Plumber
	Shower head loose	Plumber
	Shower button broken	Plumber
	W C Cover Cracked	Plumber
	W C SEAT CRACKED	Plumber
	W C SEAT HINGE LOOSE	Plumber
	WC SEAT STOPPER BROKEN	Plumber
	Flush not working	Plumber
	Toilet roll holder loose	Plumber
	Toilet roll rod loose	Plumber
	Wall behind WC to paint	Plumber
	Wooden Shelve to polish	Polisher
	Telephone not working	Telephones
BATHROOM DOOR		
	Bathrobe hook loose	Carpenter
	Bathroom lock loose	Locksmith
	Bathroom door hard	Carpenter
	Bathroom door stopper loose	Carpenter
	Bathroom door beading	Carpenter
	Bathroom door hinges loose	Carpenter
	Screws in bathroom hinge	Carpenter
BATHROOM CEILING		

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A C exhaust are broken	Mason
Emergency light bulb fused	Electrician
Emergency light lens broken	Electrician
Spotlight fused	Electrician
Spotlight lens broken	Electrician
Tub soap dish printer to remove	Painter

ROOM

AC grills to clean	AC Mechanic
AC grills to paint	Painter
Skirting to polish	Polisher
Ceiling cracked	Mason
Moulding cracked	Mason
Behind luggage wall to paint	Painter
Wall behind bed to paint	Painter
Bedside wall to paint	Painter
Carpet to be shampooed	Spotter

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	
Task: Handling Supplies Par stock for floors and Public Areas	SOP NO: 16

PROCEDURE:

The Assistant Housekeeper is responsible for handling the supplies for their respective areas.

Weekly Requisition:

Par for floor is issued per week.

- Obtain the coming week's forecast from the computer.
- Collect the requisition from the control desk.
- Fill in the sheet by physically counting the balance stocks in the floor pantries and check the forecast to make the new requirement.
- When the store items are sent on the floors, check and tally the items received against the quantity requisitioned.
- Short supplies must be immediately reported to the control desk.
- Store the supplies in the cupboards provided and lock.

Daily Controls:

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- Issue supplies to the attendants for daily service of guestrooms and then lock the cupboard and pantries.
- During break times, ensure that the trolley is placed inside the pantry and that the pantry is locked.
- Update the daily consumption registers on the respective floors. The register must be locked in the respective pantry cupboards.
- At the end of the month, the MIS report of floor consumption is to be made in the format provided.

Afternoon shift:

- Consumption of supplies are entered in the register on the respective floors.
- A back-up store for afternoon shift is at the House Keeping Control Desk.
- The afternoon duty resets the trolley with stocks from the back-up store for the night shift.

Night shift:

- A back-up store for night shift is at the House Keeping Control Desk. For All Shifts :
- No store items will be issued during the week apart from the specific day of issue.
- Items like brushes, Brasso cans, buckets, dispensing pumps, floor sweeper rod and refills, Mansion polish can, cleaning caddie, mop rods and refills, spray cans, and squeeze will be issued against damaged, broken and empty ones.
- Assistant Housekeepers must make physical inventories of the pantries when they take over or relieve the floor.


Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	
Task: Asst. Housekeeper's morning Task list - Floors	SOP NO: 17

PROCEDURE:

- Swipe your card and enter the department at 7.00 a.m.
- Read and sign the logbook.
- Carry out allocation, grooming and briefing of staff.
- Take necessary supplies from the control center Assistant Housekeeper.
- Give the Room Attendant a copy of the room report taken from the computer.
- Distribute floor section keys and take signatures on the register. Go up on the floors with the room report, supplies and floor master keys.
- First take a round of the guest corridors to ensure it is clean. Check for 'clean my room' sign, if it is on.

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- Check availability of linen. Open the supply cupboards so that the trolleys can be set.
- At the pantry check that the vacuums are clean and are ready for use.
- Issue supplies and update the supply register.
- Brief the housekeeping attendants on extra cleaning schedule.
- Return to the office and take all the messages from the desk controller and go up to the floors.
- Check blocked rooms.
- Check with the Desk controller for messages; give maintenance and clear departures at regular intervals.
- Ensure corridors are vacuum cleaned.
- Check, sign and send the floor occupancy report to the Desk controller by 11.00 am.
- Check the cleaning of service corridors and staircases.
- Supervise counting, recording and disposal of soiled linen between 11.30 am. And 3.30 p.m.
- Inspect all vacant rooms.
- Inspect cleaned Occupied rooms.
- Take a lunch break. Return to the housekeeping office, take messages and go up on the floors.
- Pack up under repair rooms if required and follow up on work progress.
- Clear any under repair rooms if ready.
- Check fresh linen received.
- Update log sheet.
- Inspect extra and weekly cleaning carried out.
- Fill and update checklist as rooms are checked.
- Supervise overlap shift extra cleaning and ensure that the cleaning is completed as required.
- Call up the Do Not Disturb rooms and Double Locked rooms and carry out the necessary follow-up.
- Update weekly cleaning, guest supplies and carpet cleaning registers.
- Check and ensure that the Housekeeping Attendant sets the evening trolley.
- Ensure that the other trolley is emptied and cleaned and placed in the service corridor.
- Check the sign housekeeping attendant's section books.
- Complete the floor log sheet.
- Check and ensure that all service areas, pantry and toilets are cleaned.
- Ensure all floor pantry cupboards are locked.
- Update the linen requirements for the afternoon shift.
- Check all machines are cleaned and stored properly.
- Come down to the Housekeeping office.
- Update all miscellaneous vouchers.
- Ensure proper hand over of keys.
- Process lost and found articles.
- Enter log messages in the logbook.
- File log sheet and hand over to the afternoon shift Assistant Housekeeper.
- Swipe card out of the office and leave for the day.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	

Task: Cleaning Supplies and their functions	SOP NO: 18
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ACHIEVEMENT: To ensure that all cleaning agents and equipment are used correctly.

PROCEDURE:

ITEM	PURPOSE
Multi-purpose cleaner	to clean all types of surfaces
Brasso	to polish brass
Cream cleaner	Chrome fixtures, stubborn stains on Hard surfaces
Mansion polish	to polish wooden floors
Taski R-6	for cleaning of WC & bidet
Sumabac	for disinfecting surfaces (For public area cloaks)
Airfreshner	Room freshener
Broom-soft	for sweeping rough surfaces
Broom-hard	for sweeping ceilings
Brush-bottle	for cleaning thermos flasks and Bud Vases
Brush-feather	for dusting and sweeping of floors in Guest areas
Brush-carpet	for cleaning of carpets
Brush-long stick	for scrubbing of large areas
Brush-hand	for scrubbing of areas under furniture
Brush-tooth	for scrubbing around fixtures
Brush-upholstery	for cleaning upholstery
Blades	for scraping of paint or cement From surfaces
Carbohydrate pumps	for measured dispensing of cleaning Liquids
Dust pan-metal	to collect dirt after sweeping
Dust pan-brass	to pick-up dirt and garbage from the Urns
Floor sweeper	for dry sweeping
Gloves	to be used while cleaning toilets
Garbage bags-white	for collecting dry garbage
Garbage bags-black	for collecting wet garbage
Cleaning Caddie	for carrying all cleaning agents and Equipment for bathroom and room Cleaning
Mops	for wet mopping of floor surfaces
Odonil stick	used as deodorizer in bathrooms

Phenyl	for disinfecting locker room toilet
	Floors
Spray cans	used to spray cleaning liquids
Squeegee	used for removing water from floor
	Surfaces
Squeeze-glass	for cleaning mirrors
Thinner	for removing paint marks and stains.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	
Task: Public Area Supervisor's Morning Checklist	SOP NO: 19

Procedure:

- The supervisor comes 15 minutes early.
- He then reads the logbook and check the status of the room.
- The attendance is taken, including the flower men, gardener and all the exterior boys.
- Then there is Briefing which includes the following:
- Grooming and the Uniforms are checked.
- Prioritizing the work. For example, if there is any Banquet function, then that has to be looked into first.
- The daily cleaning tasks are distributed and the weekly cleaning schedule is made.
- The supplies are looked into and the shortages if any, are asked for.
- Maintenance requests are checked.
- The message is coordinated in every 15 mins.
- The Public Area register is maintained with the points.
- He then follows up and checks the pending tasks that have to be completed.
- The Public Area Book is updated and carried forward.
- The Public Area Supervisor then goes on his daily rounds. The daily round of public area includes the following checklist;

MAIN PORCH:

- Banquet grills and the signboards to be cleaned with the brasso.
- The sweeping and the scrubbing are done at the outer entrance of the Plaza room.
- The main porch's windows are cleaned and closed always.
- The doorman's desk is cleaned.

SERVICE STAIRCASE:

- The service staircase is dusted, swept and mopped. Railing is dusted and Room service shelves are scrubbed.

Parking Area:


- The sweeping of the terrace is done from corner to corner.
- The plants are maintained on the terrace.
- Tuesday and Friday are the days when the flowers are changed. On the rest of the days repairing is done.
- The pantry area is cleaned daily and scrubbed with **hand on weekly basis**.

Restaurant:

- The entrance door, the glass cleaning, brasso, mat hovering, the passage, dustbins, mirror cleaning, sign boards, ceiling corners, etc are to be checked by the Public Area Supervisor.
- The table top shades to be cleaned weekly.
- The white silicon cleaning is done weekly with a toothbrush
- The granite pillars are cleaned with plain water and plastic scrubbers
- The ceiling is cleaned once in a week.
- The dust, which is on the pillar grill, is removed with the help of a blower.
- The air conditioner grills are to be cleaned with a brush and a

Bar:

- The floor polishing is done in two months.
- The table and the chairs are scrubbed with Cleanex, plastic scrubbers and Silvo. This procedure is carried out weekly.
- The window cleaning which is to be done from inside is done daily, while the cleaning which is to be done from the outside is done monthly.
- The air conditioner's grills are to be cleaned monthly.
- The artificial flowers are washed monthly..
- The toilets are daily cleaned.
- The painting is done every four months.
- The buffet is cleaned daily and polished monthly.
- The door bottom is cleaned with the cleaning agent:
-

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	
Task: Departure room service	SOP NO: 20

DEPARTURE ROOM

This is a room which is dirty and used by the guest. The guest has checked out. The room has to be serviced and kept ready for a new guest.

IMPORTANT: The room attendant should move from room to room with this cane basket, a vacuum cleaner and the supply trolley.

HOW SHOULD YOU CLEAN A DEPARTURE ROOM?

- Ring the bell thrice and announce “HOUSEKEEPING”.
- Open the room.
- Place the basket in the bathroom.
- Place the supply trolley in front of the room. On the left hand side one side (facing the room).
- Place the checklist and the section book on the trolley.
- Look around for any lost and found items, missing hotel items, damaged items and maintenance.
- Remove all dirty linen and room service trays.
- Get fresh linen and keep it on the luggage rack.


BED MAKING: (DOUBLE BED)

- Linen used for the bed:-
- One double night spread.
- Two double sheets.
- Two large pillowslips.
- One double mattress protector.
- One double blanket.
- Strip/shake all dirty linen and remove.
- Get all fresh linen and keep on the sofa.
- Stand at the side of the bed.
- Dust, straighten the mattress protector or clean it with the upholstery brush. (if required)

IMPORTANT POINTS TO REMEMBER:


- Always move in a line.
- Walls/Wash basin counter should be scrubbed with hot water and plastic.
- Scrappers can be used to scrape off the white marks/ water marks from the granite. NEVER use any cleaning agent eg: cleanex on granite.
- Toothbrush is used to remove dirt from w/c hinges, w/c rim, showerheads, wash basin and bath tub stoppers and all corners where hands cannot reach.
- Diluted dettol is used to disinfect the w/c and telephones.
- The bed sheets should always be tight.
- A/c in departure rooms should be on and on low & cool.
- Brass ashtrays should be soaked in hot water before they are brassoed.
- Dusting of room wooden skirting should be done last.
- Stand at the entrance door to have the last look.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping

Housekeeping	
Task: Lost and Found procedure	SOP NO: 21

LOST AND FOUND

- The items left behind by the guests in the guest's rooms and the public areas are entered in lost and found register invaluable.
- Invaluable items are retained for three months, if the guest does not claim then it is given to the founder.
- Valuable items are retained for one year, if guest does not claim then it is given to the founder.
- Lost and found register has the date, room no., articles found, Finder's name Supervisors signature.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	
Task: Cleaning Schedules for Public Area	SOP NO: 22

Restaurant – WEEKLY CLEANING SCHEDULES

MONDAY :

All Chairs and Tables to be removed and Hoosing to be done.

Table Scrubbing to be done.

TUESDAY :

WEDNESDAY :

Cockery to be thoroughly cleaned .

THURSDAY :

FRIDAY :

All chairs and tables to be removed and sweeping, Mopping to be done.

SATURDAY :

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At ORB all Chairs and Tables to be removed, Hoosing and Top level dusting to be done.

MAIN PORCH – WEEKLY CLEANING SCHEDULE

MONDAY : Service staircase scrubbing

TUESDAY : Fine Exit staircase scrubbing

WEDNESDAY: Two floors Granite Scrubbing and security area wall cleaning.

THURSDAY : Two floor granite scrubbing and Engineering to main service door area cleaning.

FRIDAY : Show window cleaning and main porch canopy and spotlights cleaning.

SATURDAY : Outside canopy cleaning and plaza room window and grill cleaning.

Service staircase from 1st floor to receiving area, accounts staircase and Plaza room white staircase to be scrubbed daily.

WEEKLY CLEANING SCHEDULE FOR NIGHT DUTY

MONDAY : Coffee shop ceiling light to be done.

TUESDAY : ORB ceiling lights to be cleaned.

WEDNESDAY : Lobby all top light cleaning to be done.

THURSDAY : One guest elevator grills to be scrubbed and silvo to be done.

FRIDAY : One guest elevator grills to be scrubbed and silvo to be done.

SATURDAY : Service elevator quilts to be scrubbed.

GENERAL CLEANING SCHEDULES

Lobby tree cleaning on the 1st and 16th of every month by vithal. Chinnese floor scrubbing on the 1st and 16th of every month.

Waterfall changed daily

Guest Elevator every 15 days.

Top/Pit Pantry once in two month.

Side rods/Glass Dry/Inside/Outside brasso every day.

Weekly cleaning of inside elevators

6 times of brasso daily of hand rails.

Carpet hovering/Granite /No plate lobby Marble Wall - once in a month Plain water and drinks.

Big pillar top and pillar cleaning are in a month

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All grills are in a month cleaning small bottlebrush 3 cloth.
Lobby paraffin sweeping/Moping (Two c/ship monthly round mirror/Director office window/
Small pillar weekly cleaning Dusters/Moping Lampshade cleaning
Revolving door - Weekly cleaning Sweeping/Mopping
Revolving Door Blank Frame Painting weekly.
R/door Rubber marks weekly cleaning (Soap Plastic scrubber)
Luggage area at the bank needs. Weekly once reception counter daily & Weekly key Rails/File railway
Telephones _Dettol/Cleans/Swipe
Brasses Daily Sweeping/Mopping/Hovering
Brass Dustbin Polishing once in two days.
Lobby phones daily cleaning.
Back Office - Hovering dusting/Dustbin daily.
Painting/Polishing touch up. Lamp shades cleaning A/c Telephones cleaning top level cleaning/Sofa
cleaning Dustbin Brosso washing weekly.

Bar

Entrance Door Glass cleaning/Brasso. Mat Hovering Passage S/M/ Dusting. Mirror Cleaning/Sign
Board Brasso/ ceiling corner Feather brushed
Top Lamp shades cleaned meekly
white silicon cleaning weekly Tooth Brush/ Taskin Product
Granite Pillar Cleaning Plain Water & pastic Scrubber
Gents Toilet cleaning/ Excellent grill Brush and cleanex Ladies Toilet cleaning
Passage Marble Polishing once in 3 months (Taski product)
Curtains monthly hovering wash once in 3-4 months.
Window cleaning /sides (No function time)
Glass ceiling cleaning once in a weekly.
Pillar grill on top through blower dust is removed
All grills bathbrush and cleaning.
Pillar mirror cleaning.
Shampooing once in 3 months.
Upholstered wall hovered weekly.
Brass rails laccered yearly.
Plants monthly changed.
Italian marble polishing 2 monthly.
Spot Light Cleaning damp Duster weekly.
Main Door Steel plates Silvo depending on availability.
Big ship dusting daily Polishing monthly
Pitambin door bottom once in two days.

Panel cleaning spotting daily

Wall paper cleaning daily stain scrubbed

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Tables chair removed/sweeping/Moping weekly

Outside window glass once in month

Khimona Once in 3 month wash dry cleaning daily feather brush

Brasso daily

Table Brass band Scrubbed/Brasso month

Wooden Floor Scraping/Polishing depending on the need.

Top level lamp shade cleaning weekly night

PDR 2 Wall Shade Fan Cleaning daily - Polishing- Monthly.

Side station removed/Scrubbed 15 days in once.

Main Porch

Acid Cleaning 1 3 months

Show window cleaning inside weekly

Outside Canopy cleaning Weekly

Show window inside velvet brushed weekly

Doorman Desk

Door dustbin Brasso daily.

Show Window out side dusting daily

Wet system - dustbin daily,

All pan marks top be cleaned daily

All cobwebs moved weekly

Plants in the main cement platform curb month

All big pots removed sweeping weekly

Pedestal Lamp care chipped cleaning weekly

Service Entrance daily cleaning

Weekly cleaning of the service entrance storage area

All green moss removed daily clovex

Service grill door dusting daily

Tree trimming depending on need contract

Service Toilet near daily cleaning weekly cleaning acid dustbin scrubbing daily

Garbage room outside area - Daily cleaning sweeping /acid cleaning weekly.

Top level dusting weekly service areas.

Service door side cleve weekly scrub

Service door to service elevator to Lobby door wall cleaning dusting lights weekly scrubbing All
cupboard vacuum machine removed and weighing scale weekly scrubbing

Service staircase S/M/Dust daily.

Room Service Steel plates shelves scrubbed daily odopic powder

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Scrubbing of service staircase - weekly with cleanex
Level dusts lost window weekly
Linen room Hamper wooden panel dusting
All service cleaning weekly scrubbing
Brains of handles daily
Exhaust fans cleaned weekly

FIRE EXIT

Sweeping and Moping Daily
Scrub weekly clenex 6th to 1st
Window Cleaning weekly dusting of lamp shades weekly
Railing dusting weekly
All doors cleaning weekly
C/shop fire exit all plants removed cleaned weekly
Paints/Polishing take up weekly

LOCKERS

All cupboards removed wall cleaning
Cobwebs weekly
Top level dusting weekly
W/c scrubber and weekly
Bathroom party aluminum Panel scrub/ daily dusting
Sofa can/Pillar can changed 1 in 3 days
Bathroom wall scrubbing daily sp
Soap container washed weekly ladies locker/Executive locker

Ladies Locker

Shoes Rack setting Weekly
Cupboard cleaning weekly
Director Office
All grill cleaning weekly wall scrubbing/sofa chair removed, scrubbing
Hovering daily dusting daily telephone daily
Mirror glass cleaning daily Brass dustbin brasso daily.
Towel changing daily.
Top level tasting lamp shades weekly
Telephone cleaning toothbrush
Table & glass removed and cleaned weekly
Floor Mat shampoos 1 in 3 month

Parking Area

All pots removed cleaning done weekly - S/Mpg daily
Party Time scrubbing cleanex soap - slv

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Bar center cleaning scrubbing Cleanex -
Tree training on contract
Both toilets scrubbing daily
Brasso daily
Scrap center empty and fill weekly
Granite walls cleaning " floor cleaning soap
Plumbing /Maintenance cleaned daily
Left passage - marble polishing once in three months.
Dusting daily Brasso daily mirror cleaning daily
Glass cleaning daily list wall scrubbing weekly
Top lamp shade cleaned weekly
Door mat hovering party time

Meeting Rooms

Dusting/Hovering daily Brasso weekly
Shampoo 1 in 3 months Fitness center water change & towel change daily.
Painting/Polishing taken up daily
A/c grill cleaned weekly
Top level dusting weekly
Mirror cleaning daily
All offices floor cleaning daily.
All room cleaning daily.

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	
Task: Laundry	SOP NO: 23

LAUNDRY

Housekeeping	
Standard Operating Procedure	Dept- Housekeeping
Housekeeping	

Task: Flower arrangements

SOP NO: 24