



Preparation



Cleanliness



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Daily preparation and cleanliness monitoring

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Objective and scope

Describe all the tasks related to the day kick off in the housekeeping department and the monitoring around it. The Housekeeping manager will analyze the hotel status and necessities to anticipate the work distribution between the chambermaids. S/he will be in charge to review the non occupied rooms that are ready and clean the occupied room. This process will include the sample control of the rooms cleaned to ensure the work is done well.

This procedure affects all the hotels of all Business Units.

Summary

- 1 Operative
 - 1.1 Split the daily tasks
 - 1.2 Clean and check the rooms
 - 1.3 Notify the issues
 - 1.4 Deliver the template and the master key to the Housekeeper
 - 1.5 Cleaned rooms check
 - 1.6 Room status update through NHS
 - 1.7 Rooms reconciliation
- 2 Related procedures
- 3 Template and file
- 4 Procedure validation

1 Operative

Responsible: Housekeeper, Chambermaid

1.1 Split the daily tasks

The housekeeper will be able to see the hotel status by the report *EHGOBER2 Hotel Status at date or in the NHS*.

The housekeeper will split the daily tasks between the staff available.

The NHS system will provide a template per Chambermaid with the rooms to be cleaned by shift (including afternoon shift due to day use, non foreseen check out, turn down, etc.).

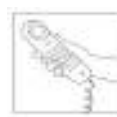
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The room status will show the rooms that are going to check out in order to clean them first and have them available for check-in.

The housekeeper will identify (through NHS system) those (stay over) rooms which, due to the room rate, must not be cleaned (e.g. apartment room in weekend) and those that need a special cleaning due to maintenance works or similar..

In those cases the cleaning room service is outsourced the housekeeper will provide the information to the external manager who will be the person in charge to split the tasks between the staff.

The housekeeper will deliver the templates with the work to do by chambermaid and the corresponding master key-card to open the rooms.

S/he will request that each chambermaid signs the template [“Mastercards Houskeeping Control.xls”](#) as s/he has taken a master key-card.

1.2 Clean and check the rooms

The Chambermaid will clean the room as the standards defined.

Once the room has been cleaned, the chambermaid updates the status in the template. In case the chambermaid finds a room dirty that it should be cleaned, she will notify directly to the Housekeeper and the template must be updated as well.

1.3 Notify the issues

The chambermaid will identify technical problems in the room (i.e. the room must be blocked)

S/he will notify directly to the housekeeper by phone.

The housekeeper will note the issue in the template [“Maintenance incidences.xls”](#).

The housekeeper will contact the maintenance department to open an issue, see [“Breakdowns management”](#)

1.4 Deliver the template and the master key to the Housekeeper

During the shift the housekeeper will collect the templates to update the status in the system.

At the end of the shift the housekeeper will request to the chambermaids the master key-cards delivery to ensure they don't leave the hotel with them, and sign the corresponding template.

The housekeeper will keep a monitoring of the rooms with a maintenance issue in order to get the solution as soon as possible. In this order s/he will use the housekeeping module traces per each room (Out of order status).

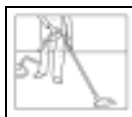
1.5 Check of cleaned rooms

The housekeeper must make at least a sample review of the cleaned rooms.

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If the check shows the room is not cleaned properly the housekeeper will notify the room number to the chambermaid in order to do it properly.

All other rooms cleaned by this chambermaid should be checked to ensure there are no more issues.

In those cases where the cleanliness service is outsourced, the housekeeper will check the rooms according to the signed contract.

1.6 Room status update through NHS

The housekeeper will update the room status information with all the templates collected and will block those that will not be ready for the guest check in due to maintenance issues.

1.7 Rooms reconciliation

The housekeeper and the FO Manager daily will compare the cleaned rooms with the rooms sold the day before to ensure all the rooms sold have been registered in NHS and they match with the housekeeper information. They are the responsible to assure the properly information.

To carry out this task it is necessary use the template [“Rooms reconciliation.xls”](#) starting from the information of AFPARTE Report – Hotel Production Report in NHS.

All the differences must be identified and explained on the template.

Daily, the Manager will check and sign the reconciliation to ensure the proper operation of both departments.

Properly filled the rooms Reconciliation template must be filed during a period of 18 months.

2 Related procedures

Cleanliness of the rooms

Cleanliness of the bathrooms

Management of the minibar (if apply)

Guest laundry

3 Templates and file

Template	Responsible	File period
Rooms reconciliation	Front Office	18 months
Mastercards HK Control	Housekeeper	18 months



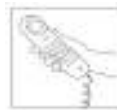
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4 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	Operations Control Director Chief Operations Officer	Anja Loijens Ramón Aragonés	March 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy & Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 26/03/2012

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