



SWISSAM HOSPITALITY BUSINESS & CULINARY ARTS SCHOOL

ACCOMMODATION OPERATIONS

2. Guest rooms & Amenities. Cleaning.

- PMS (HSKP reports). Room status & assignments.
- Guestroom layout. Furnishing & amenities.
- Room cleaning sequence and cleaning types.



Let's repeat

Introduction

1. What are main tasks for HSK department?
2. What are influencers for hotel organization? And for HSK precise?
3. Name all hotel departments. Describe HSK org chart and influencers. Areas of responsibility?
4. How to prepare and use SOP?
5. What to consider composing duty roster?
6. Home task.



SWISSAM HOSPITALITY BUSINESS & CULINARY ARTS SCHOOL

Let's repeat

Room types	Room size	Rooms number	Kitchenette	Bed size	Guest toilet	Towels number
Suite	75sq.m. <	3 <		SGL 90*200 DBL 200*200	X	5 <
Apartment	40sq.m. <	2 <	X	SGL 90*200 DBL 200*200		4 <
Deluxe	35sq.m. <	2		SGL 90*200 DBL 160*200		4 <
Junior Suite	25sq.m. <	1		SGL 90*200 DBL 160*200		4 <
Studio	25sq.m. <	1	X	SGL 90*200 DBL 160*200		4 <
First category		1		SGL 90*200 SGL 80*190 for 1-2* DBL 160*200 DBL 160*190 for 1-2*		2 < for 1-2* 3 < for 3* 4 < for 4-5*

PMS (HSKP reports). Room status & assignments.

Property management system (PMS)



PMS (HSKP reports). Room status & assignments.

HSK module

DOCUMENT - Guest Service Status

Room Status

Clean Pickup
 Dirty Inspected
 Out of Order Out of Service

Service Status:

Room:

Room	Rm. Type	Room Status	FO Status	Service Status	Floor	Room Class	Reservation Status
101	DLX	Dirty	OCC	Do Not Disturb		TOWER	Stayover
105	SUITE	Inspected	VAC			TOWER	Departed
1050	APART	Clean	VAC				Reserved
109	DLX	Inspected	VAC			TOWER	Arrival
113	STND	Dirty	OCC			TOWER	Due Out
125	DLX	Dirty	OCC			TOWER	Arrived
412	JS	Dirty	OCC				Due Out
503	DLX	Pickup	VAC			TOWER	Not reserved
515	DLX	Dirty	OCC			TOWER	Due Out/ Arrival
910	STU	Dirty	OCC	Make Up Room			Stayover

Resv. Report Close

ROOM



PMS (HSKP reports). Room status & assignments.

HSK module

DOCUMENT - Guest Service Status

Room Status

Clean Pickup
 Dirty Inspected
 Out of Order Out of Service

Service Status:

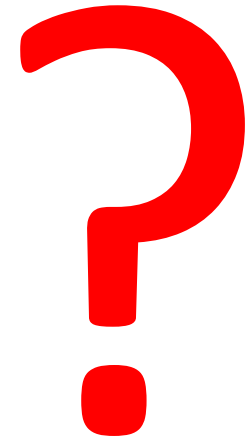
Room:

Search

Room	Rm. Type	Room Status	FO Status	Service Status	Floor	Room Class	Reservation Status
101	DLX	Dirty	OCC	Do Not Disturb		TOWER	Stayover
105	SUITE	Inspected	VAC			TOWER	Departed
1050	APART	Clean	VAC				Reserved
109	DLX	Inspected	VAC			TOWER	Arrival
113	STND	Dirty	OCC			TOWER	Due Out
125	DLX	Dirty	OCC			TOWER	Arrived
412	JS	Dirty	OCC				Due Out
503	DLX	Pickup	VAC			TOWER	Not reserved
515	DLX	Dirty	OCC			TOWER	Due Out/ Arrival
910	STU	Dirty	OCC	Make Up Room			Stayover

Resv. Report Close

ROOM TYPE



PMS (HSKP reports). Room status & assignments.

HSK module

Room Status reflects HSK status.

DOCUMENT - Guest Service Status

Room Status: Clean Pickup Dirty Inspected Out of Order Out of Service

Service Status: Room:

Room	Rm. Type	Room Status	FO Status	Service Status	Floor	Room Class	Reservation Status
101	DLX	Dirty	OCC	Do Not Disturb		TOWER	Stayover
105	SUITE	Inspected	VAC			TOWER	Departed
1050	APART	Clean	VAC				Reserved
109	DLX	Inspected	VAC			TOWER	Arrival
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412	JS	Dirty	OCC				Due Out
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910	STU	Dirty	OCC	Make Up Room			Stayover

Buttons: Resv., Report, Close

Dirty

Pick-up

Inspected

Clean



PMS (HSPK reports). Room status & assignments.

Other room statuses

Out of Order (OOO): rooms kept under out of order are not sellable and these rooms are deducted from the hotels inventory. A room may be out-of-order for a variety of reasons, including the need of **maintenance, refurbishing** and **extensive cleaning** etc.

Out of Service (OOS): rooms kept under out of service are not deducted from the hotel inventory. This is a temporary blocking and reasons may be bulb fuse, **TV remote not working, show room**, etc. These rooms are not assigned to the guest once issue is fixed.



PMS (HSKP reports). Room status & assignments.

Other room statuses

Sleep out: a guest is registered to the room, but the bed has not been used.

Lock out: the room has been locked by FO so that the guest can not enter until he or she clears the issue with FO.

Late Check out: the guest has requested and is being allowed to check out later than the normal/standard departure time of the hotel.

Day use: guest stays for less than one night.

Due out/Arrival: status indicates room is reserved for today, but previous guest still is in the room.

PMS (HSPK reports). Room status & assignments.

HSK module

DOCUMENT - Guest Service Status

Room Status

Clean Pickup
 Dirty Inspected
 Out of Order Out of Service

Service Status

Room

Search

Room	Rm. Type	Room Status	FO Status	Service Status	Floor	Room Class	Reservation Status
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910	STU	Dirty	OCC	Make Up Room			Stayover

Resv.
Report
Close

FO Status – Front Office status, shows whether room is *Vacant* or *Occupied*.

PMS (HSKP reports). Room status & assignments.

HSK module

DOCUMENT - Guest Service Status

Room Status: Clean Pickup Dirty Inspected Out of Order Out of Service

Service Status: Room:

X Room	Rm. Type	Room Status	FO Status	Service Status	Floor	Room Class	Reservation Status
101	DLX	Dirty	OCC	Do Not Disturb		TOWER	Stayover
105	SUITE	Inspected	VAC			TOWER	Departed
1050	APART	Clean	VAC				Reserved
109	DLX	Inspected	VAC			TOWER	Arrival
113	STND	Dirty	OCC			TOWER	Due Out
125	DLX	Dirty	OCC			TOWER	Arrived
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503	DLX	Pickup	VAC			TOWER	Not reserved
515	DLX	Dirty	OCC			TOWER	Due Out/ Arrival
910	STU	Dirty	OCC	Make Up Room			Stayover

Buttons: Resv., Report, Close

Service Status marks up guest's door knob sign – *Do Not Disturb* or *Make Up Room*.



PMS (HSKP reports). Room status & assignments.

HSK module

Reservation Status gives update on guest's reservation.

DOCUMENT - Guest Service Status

Room Status

Clean Pickup
 Dirty Inspected
 Out of Order Out of Service

Service Status:

Room:

Room	Rm. Type	Room Status	FO Status	Service Status	Floor	Room Class	Reservation Status
101	DLX	Dirty	OCC	Do Not Disturb		TOWER	Stayover
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515	DLX	Dirty	OCC			TOWER	Due Out/ Arrival
910	STU	Dirty	OCC	Make Up Room			Stayover

Buttons: Resv., Report, Close



PMS (HSKP reports). Room status & assignments.

Group task!

ROOM	25.03	26.03	27.03	28.03	29.03	30.03	31.03	01.04
201								
210								
101		Jason Bond		Peter Brown				
102	Ming Mo						000	
	Li Mo							
103								
104								
105								
301								
302								
304			Audry Hamilton					
305								
306								
401								
402								

Determine **room status**, **FO status** and **reservation status** of all rooms marked.



PMS (HSPK reports). Room status & assignments.

Housekeeping Status report:

TIME				DATE	
ROOM NO.	NO. OF PERSONS			REMARKS	
	ADULTS	CHILDREN			
101					
102					
103					
104					
105					
106					
107					
17-Apr					
109					
110					
111					
112					
113					
114					O-OCCUPIED
115					V-VACANT
116					U.M-UNDER
117					MAINTENANCE
118					O.N.-OCCUPIED
119					BUT NOT SLEPT IN
TOTAL				SIGNATURE	N- NO LUGGAGE

A report prepared by the housekeeping supervisor to indicate the current status of each room based on a physical check.



PMS (HSKP reports). Room status & assignments.

Room Discrepancy report:

micros FIDELIO

Opera Demo Hotel, Small

12/28/05

ODH

Room Discrepancy

12:38 PM

Room No.	Room Type	Room Status	FO Persons	HK Persons	FO Status	HK Status	Occupancy Discrepant Reason	Person Discrepant Reason
105	DLX	Dirty	2	1	OCC	OCC		Person
119	DLX	Pickup	1	1	OCC	VAC	Skip	
417	CK	Dirty	3	2	OCC	VAC	Skip	Person

Cross-referenced report between housekeeping and FO, which detects room status discrepancies.

PMS (HSPK reports). Room status & assignments.

HSK assignments

Frontdesk **Housekeeping** SampleRestaurant Others Report Close Counter: Default Counter | Logout
User name: Monika Dugar

Date : Jun 24, 2013, Time : 1:28:09 PM

HOTELOGIX
smart hoteliering

Live Support ONLINE

Show DNR

Today's Room Status

Today's Check-In 1
Today's Check-Out 6
Available 122
Reserved 1
Occupied 7
Blocked 0
Overbooking 0
Checked-Out 0

Housekeeping

Dirty 44
TouchUp 0
Clean 85
Repair 0
Inspect 0

Room Status Legends
House Status Legends

Refresh Housekeeping Status

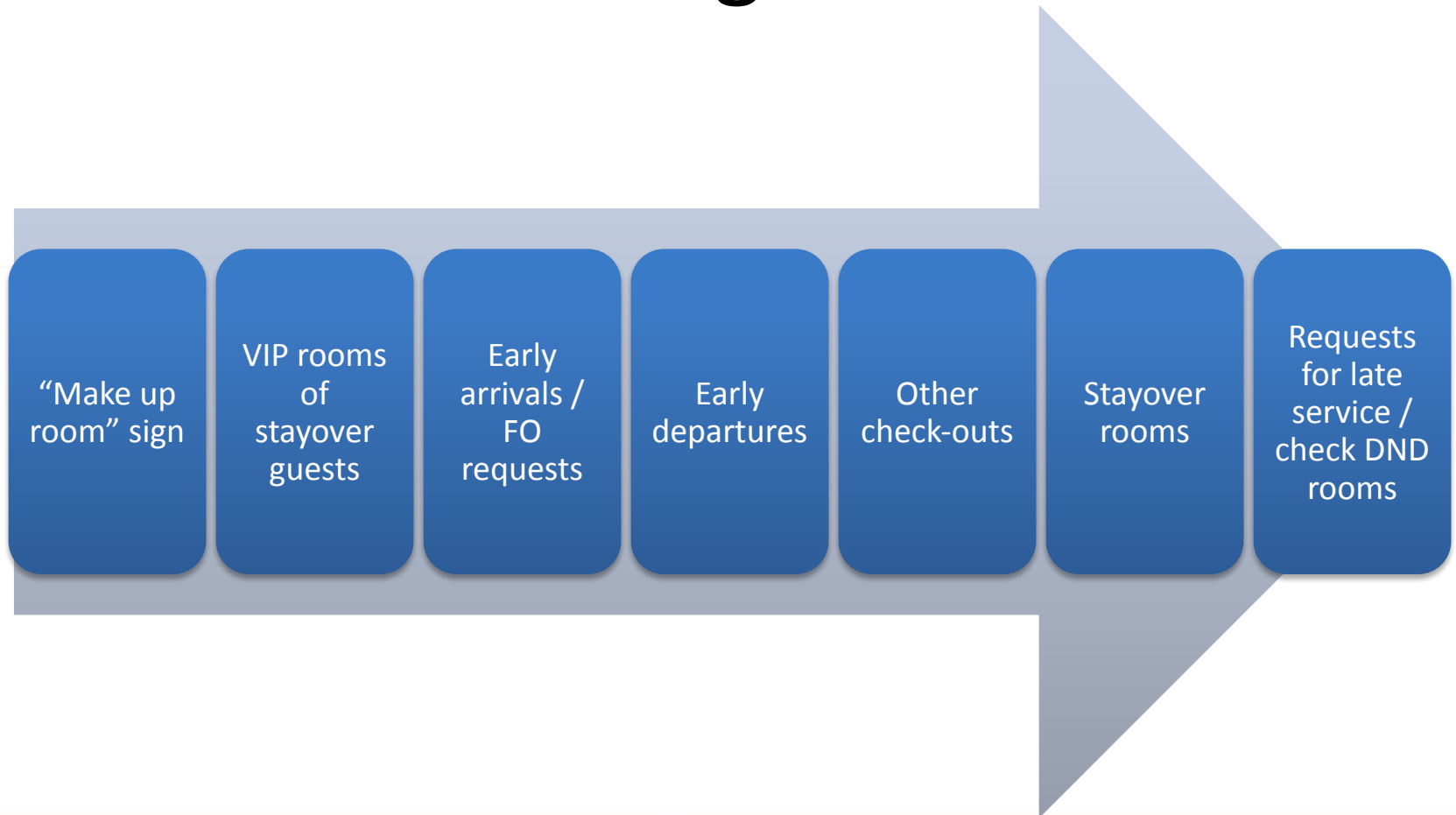
Task List

Set Housekeeping Status: -- Select -- **Go** Assign Selected Rooms to: -- Select Employee -- **Assign Rooms** System Date: 10/12/12
View by: All Rooms

<input type="checkbox"/>	Room	Room Type	Status	Availability	Remarks	Name
<input type="checkbox"/>	G01	Suite	Clean	Occupied	---	Not Assigned
<input type="checkbox"/>	G02	Suite	Clean	Available	---	Not Assigned
<input type="checkbox"/>	G03	Suite	Clean	Occupied	---	Not Assigned
<input type="checkbox"/>	G04	Suite	Clean	Available	---	Not Assigned
<input type="checkbox"/>	G05	Suite	Clean	Available	---	Din Dayal Singh
<input type="checkbox"/>	G06	Suite	Clean	Available	---	Din Dayal Singh
<input type="checkbox"/>	G07	Suite	Clean	Available	---	Din Dayal Singh
<input type="checkbox"/>	G08	Suite	Clean	Available	---	Din Dayal Singh
<input type="checkbox"/>	G09	Suite	Clean	Available	---	Not Assigned
<input type="checkbox"/>	G10	Suite	Clean	Available	---	Not Assigned
<input type="checkbox"/>	S_235	Suite	Clean	Occupied	---	Not Assigned
<input type="checkbox"/>	kk	Suite	Clean	Available	---	Not Assigned
<input type="checkbox"/>	Su01	Gold	Dirty	Available	---	Saurabh Singh
<input type="checkbox"/>	Su02	Gold	Dirty	Available	---	Saurabh Singh
<input type="checkbox"/>	Su03	Gold	Dirty	Available	---	Saurabh Singh
<input type="checkbox"/>	Su04	Gold	Dirty	Available	---	Saurabh Singh
<input type="checkbox"/>	Su05	Gold	Dirty	Available	pink flower pot	Not Assigned

PMS (HSKP reports). Room status & assignments.

HSK assignments



Guestroom layout. Furnishing & amenities.

Room layout



SGL



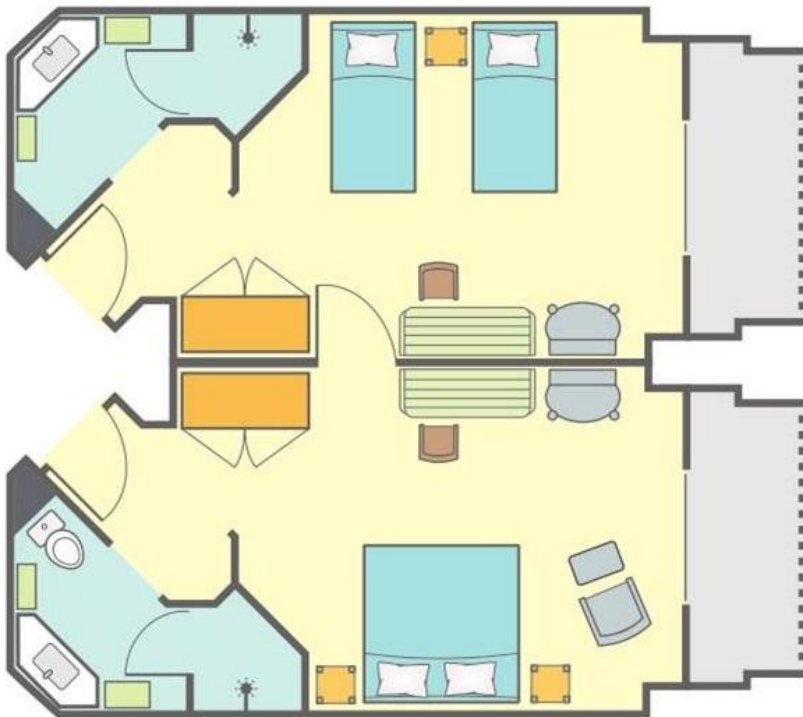
TWN



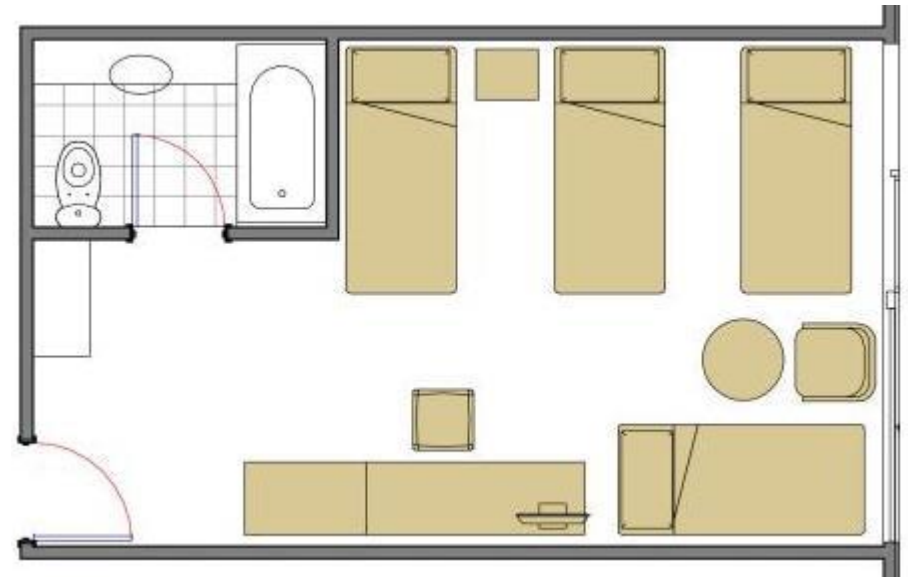
TRPL

Guestroom layout. Furnishing & amenities.

Room layout



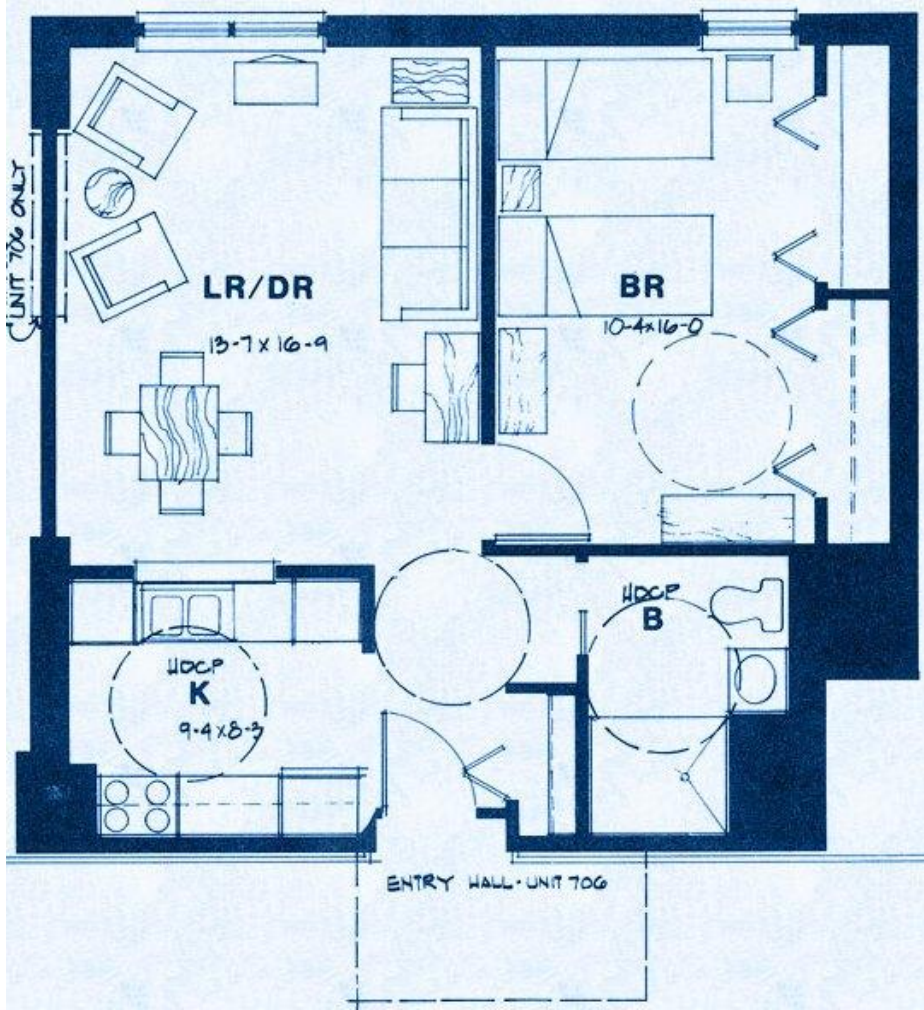
CONNECTING



QUAD

Guestroom layout. Furnishing & amenities.

Room layout

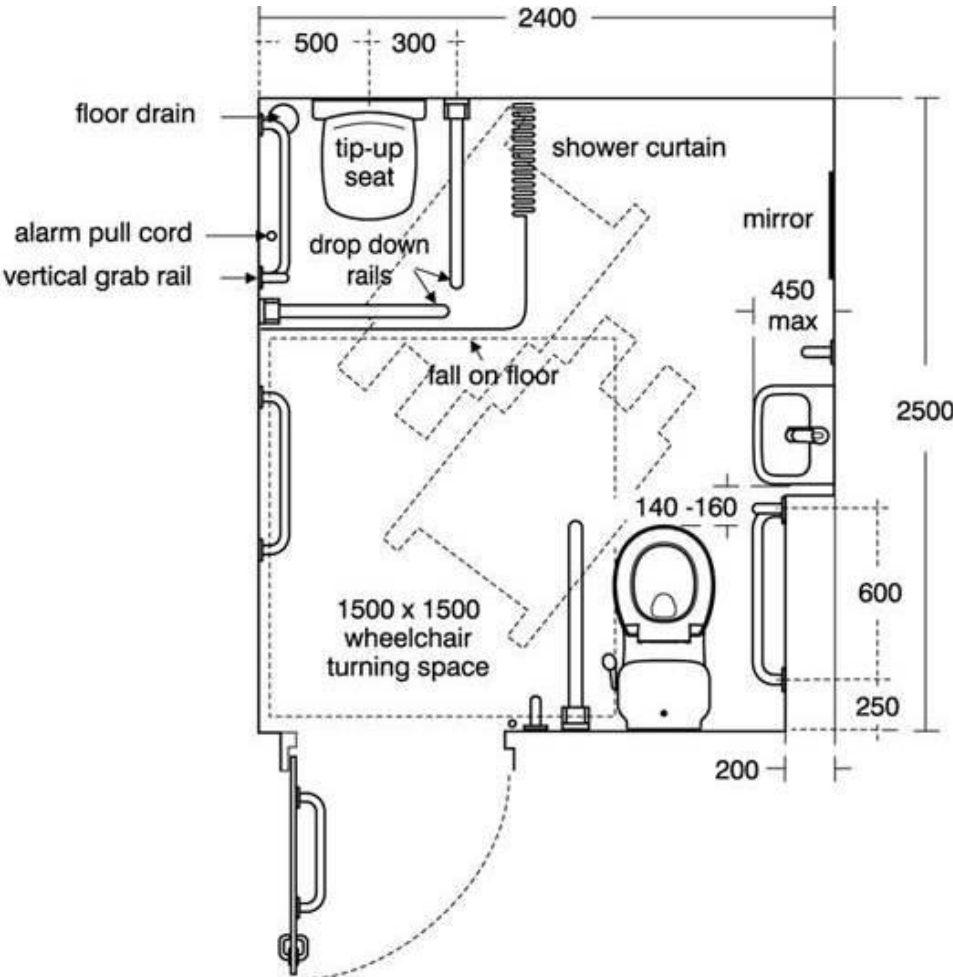


HANDICAP ROOM

1. Handicap parking,
2. 1st floor or lift access,
3. Rampant,
4. Handrail,
5. Entrance – 1m. wide,
6. No doorsill,
7. Magnet stopper,
8. Peephole, sockets, switches, hangers no higher than 1,2m.,
9. Corner protection panels.

Guestroom layout. Furnishing & amenities.

Room layout



HANDICAP BATHROOM

1. Telephone,
2. Handrail,
3. Alarm pull cord,
4. Tip-up seat,
5. Wheelchair turning space.

Guestroom layout. Furnishing & amenities.

Furnishing



(c) aavaas.com 2008

Guestroom layout. Furnishing & amenities.

Furnishing

Room types	Carpeting	Hangers	Sofa	Office table and chair	Cutlery and tableware	Hairdryer
Suite	X	14 <	X	X		X
Apartment	X	14 <	X		X	X
Deluxe	X	14 <	X			X
Junior Suite	X	14 <	X			X
Studio	X	14 <	X		X	X
First category	X or bed side mat	14 < for 4-5* 5 < for 1-3*				X

Guestroom layout. Furnishing & amenities.

Amenities



The must: shower cap, soap, dental kit, shampoo, shower gel, paper tissues.

Guestroom layout. Furnishing & amenities.

Amenities



The must: bathrobe, slippers.

Guestroom layout. Furnishing & amenities.

Amenities



The must: envelope, paper, notepad, pen or pencil.

Guestroom layout. Furnishing & amenities.

Amenities



4-5* will provide service within 1 hour.
1-3* will provide guest with iron and ironing board.

Guestroom layout. Furnishing & amenities.

Amenities



3-5* must provide

Guestroom layout. Furnishing & amenities.

Amenities



Group assignment



1. Develop a checklist for Mystery Shopper (PA).

2. Prepare Power Point presentation.

3. Present your Mystery Shopper task for the classmates.

Please be ready for presentation by November 22, 2016. All details you may find in Intranet.

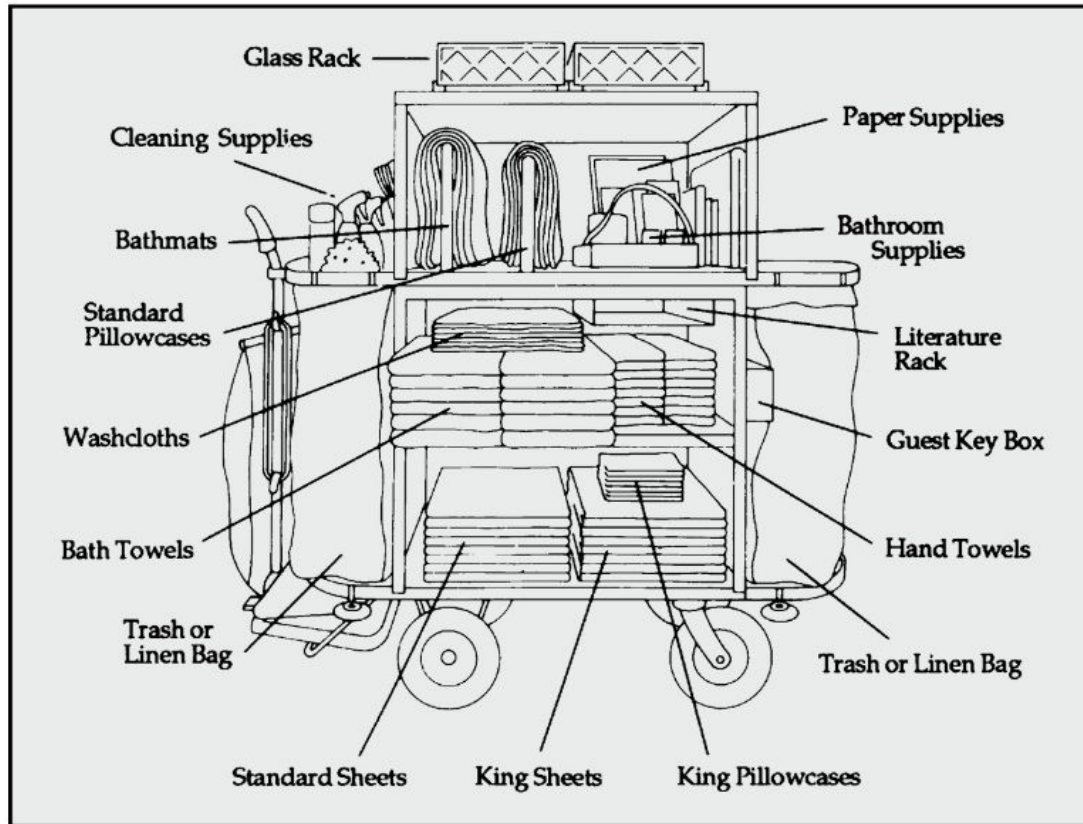
Room cleaning sequence and cleaning types.



Room cleaning sequence and cleaning types.

Preparing to clean

Exhibit 1 Sample Stocking Arrangement for Room Attendant's Cart



Caddy contains:

- All purpose cleaner
- Window spay
- Dusting solution
- Rags and sponges
- Rubber gloves



Room cleaning sequence and cleaning types.

Cleaning types



Departure

Arrival

Stayover

Upon request

Turn down service

General cleaning

Room cleaning sequence and cleaning types.

Turndown Service:

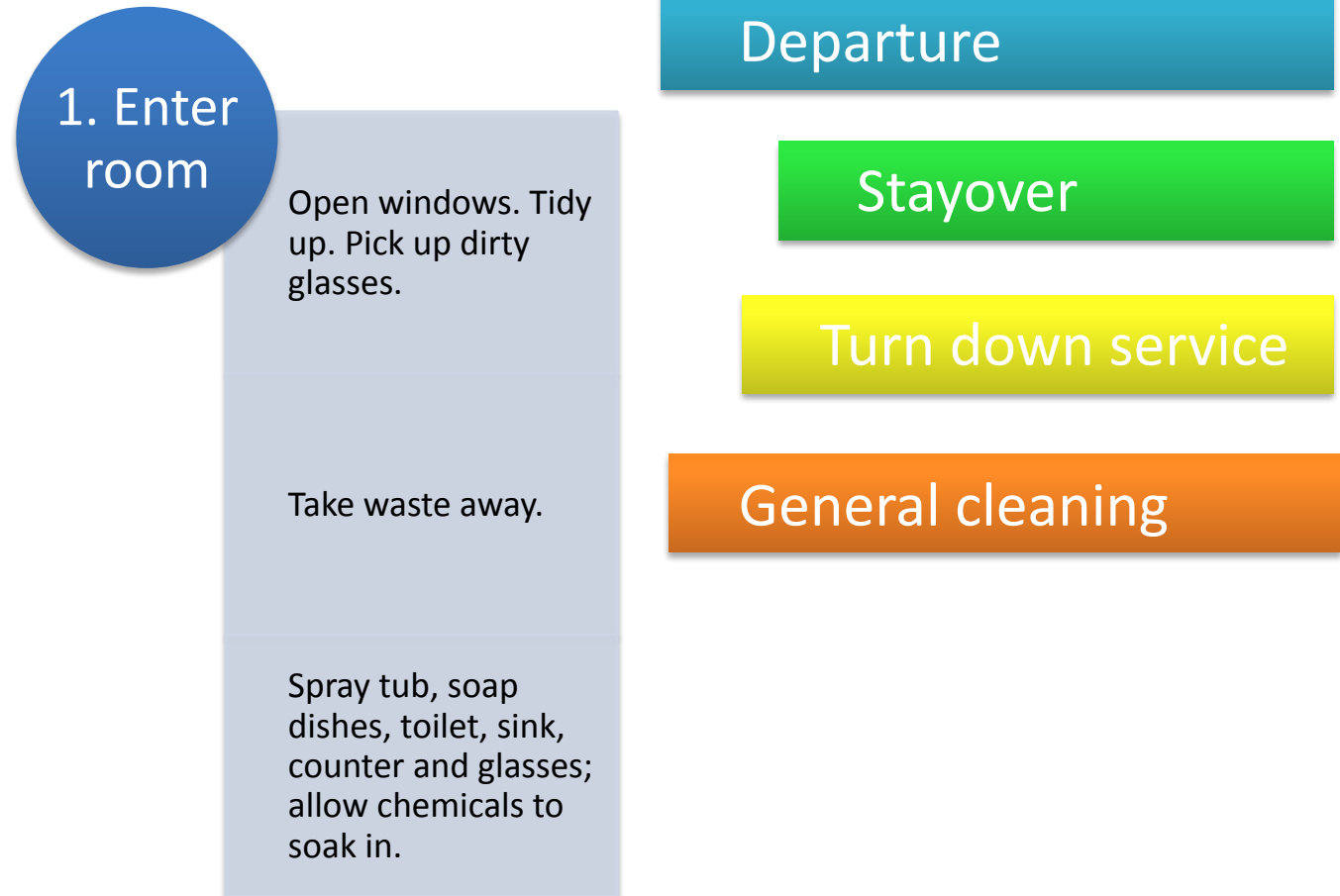


Room attendant enters the guestroom in the early evening to restock supplies, tidy the room, turn down the covers of the bed and give a compliment to the guest.



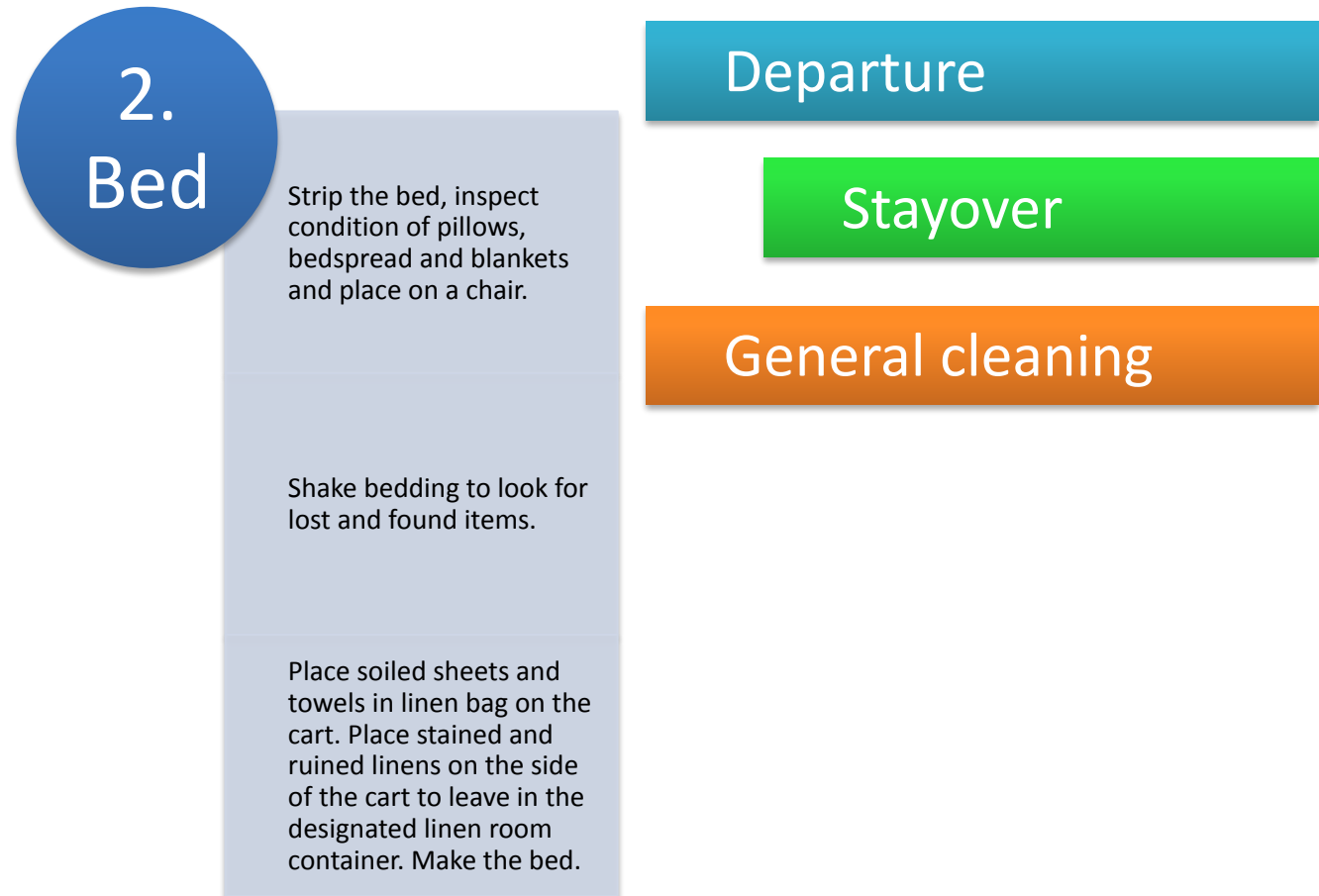
Room cleaning sequence and cleaning types.

Cleaning sequence:



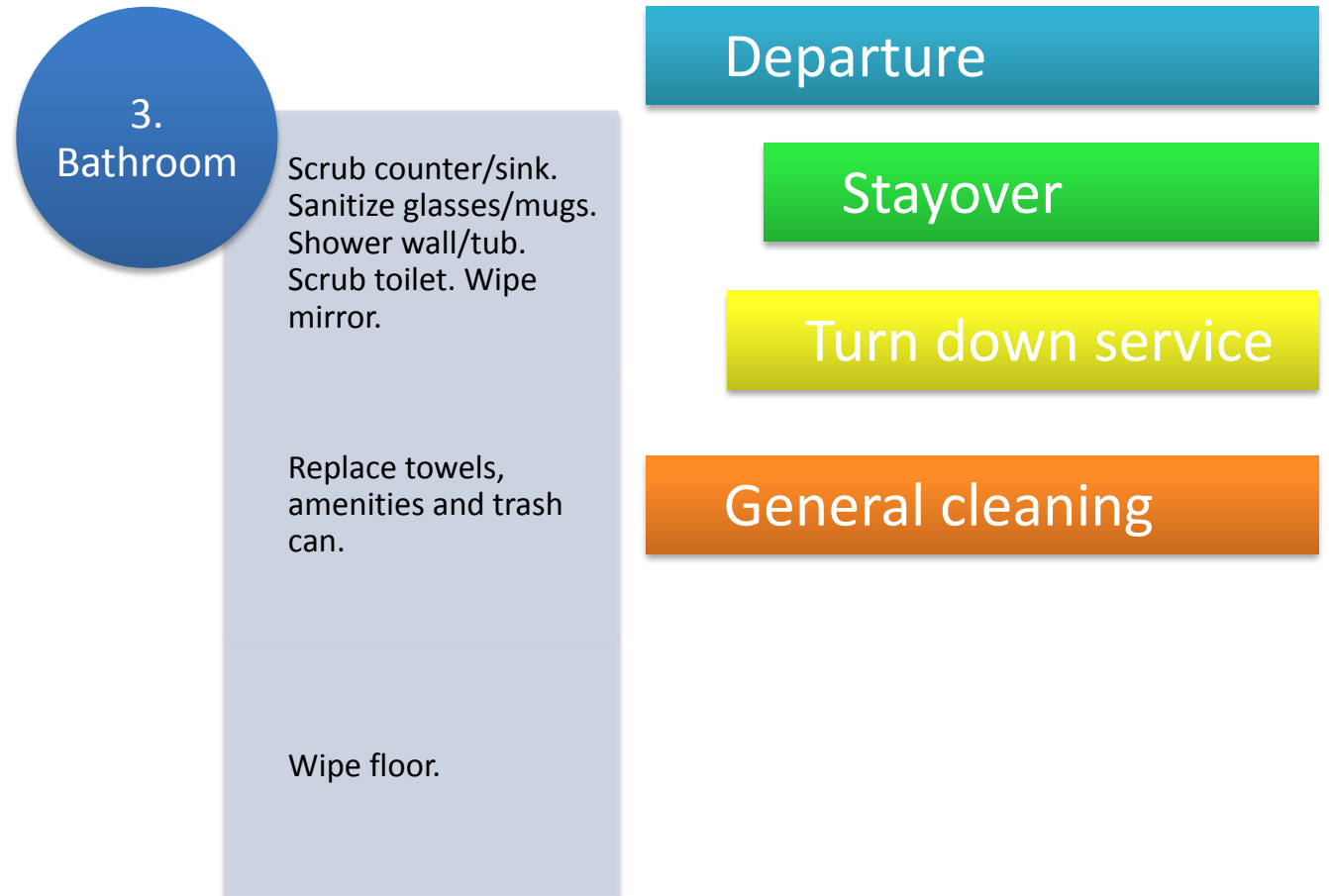
Room cleaning sequence and cleaning types.

Cleaning sequence:



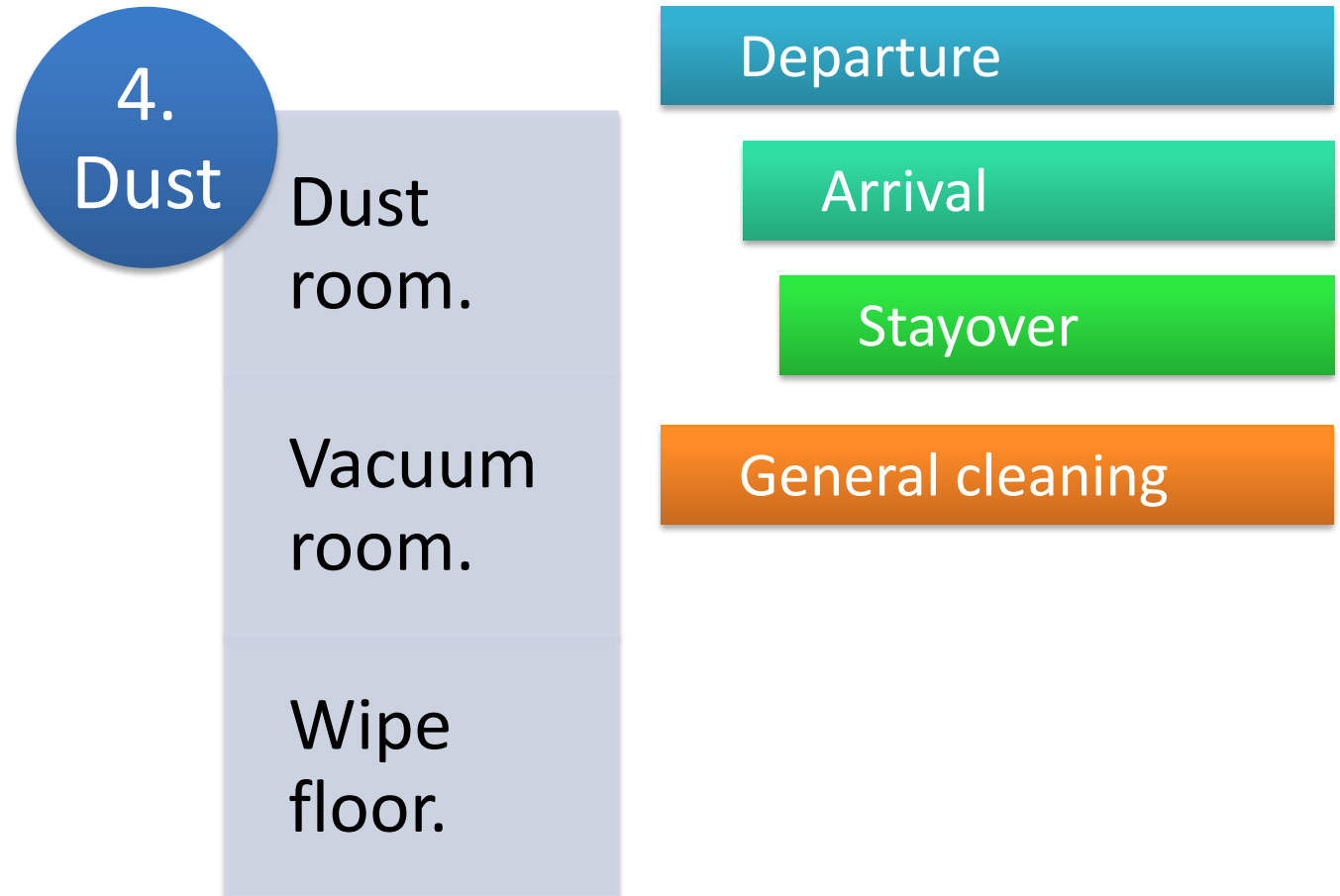
Room cleaning sequence and cleaning types.

Cleaning sequence:



Room cleaning sequence and cleaning types.

Cleaning sequence:



Room cleaning sequence and cleaning types.

Cleaning sequence:

5.
Check

Final check
of the room.

Spray room
with air
freshener.

Turn on air
conditioner.

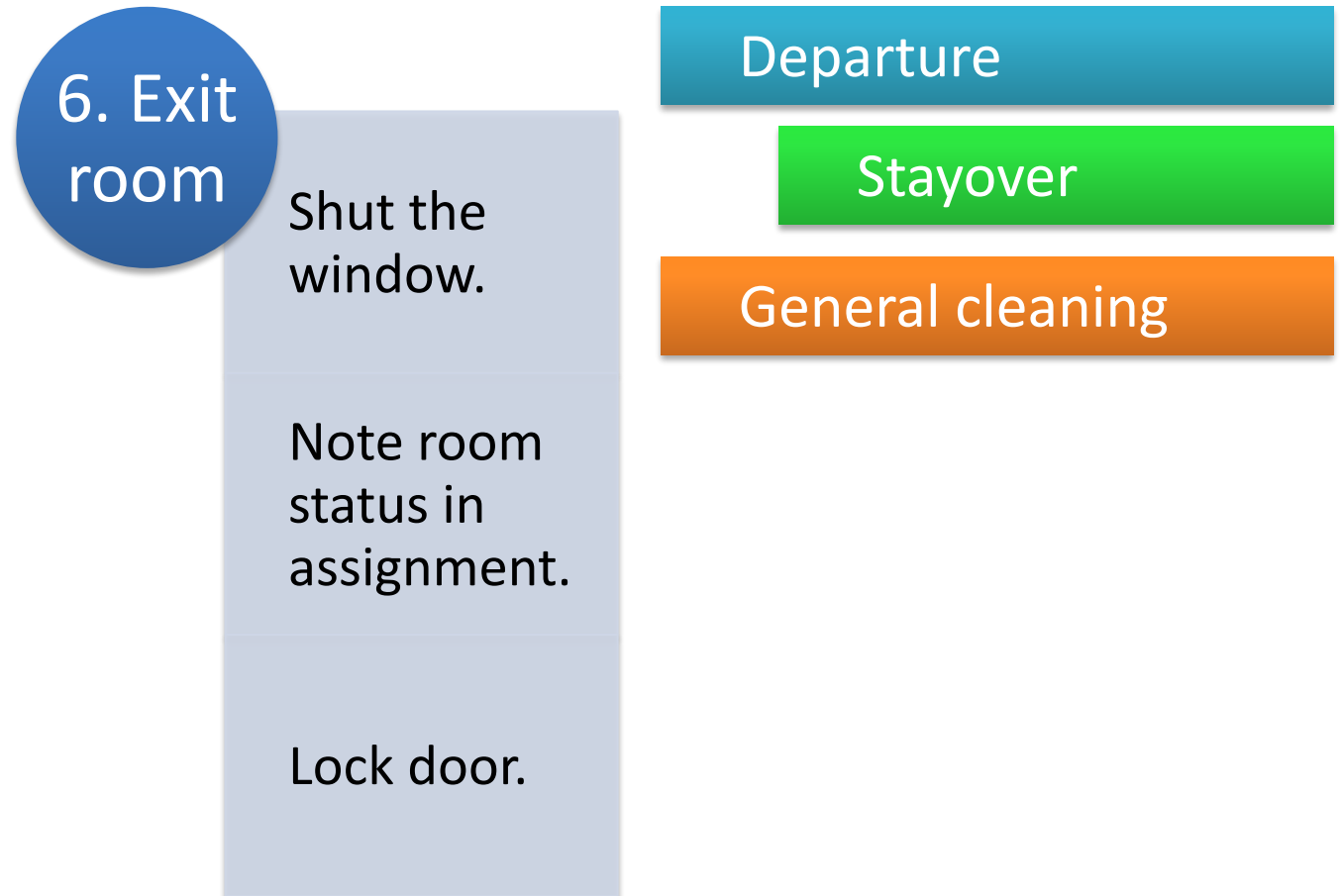
Departure

Stayover

General cleaning

Room cleaning sequence and cleaning types.

Cleaning sequence:



Room cleaning sequence and cleaning types.

Group task!

ROOM	25.03	26.03	27.03	28.03	29.03	30.03	31.03	01.04
201								
210								
101		Jason Bond		Peter Brown				
102	Ming Mo	»»					000	
	Li Mo	»»						
103								
104								
105								
301								
302								
304			»» Audry Hamilton					
305								
306								
401								
402								

Determine **cleaning type** needed for all rooms marked.



Room cleaning sequence and cleaning types.

Resume

1. PMS. Discrepancy report. Room status & assignments.
2. Guestroom layout. Mattress size. Handicap room.
3. Guest amenities.
4. Room cleaning sequence and cleaning types.
5. Turn down.
6. Group assignment to submit 1 week before exam!



Thank you!

swissam.ru