



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

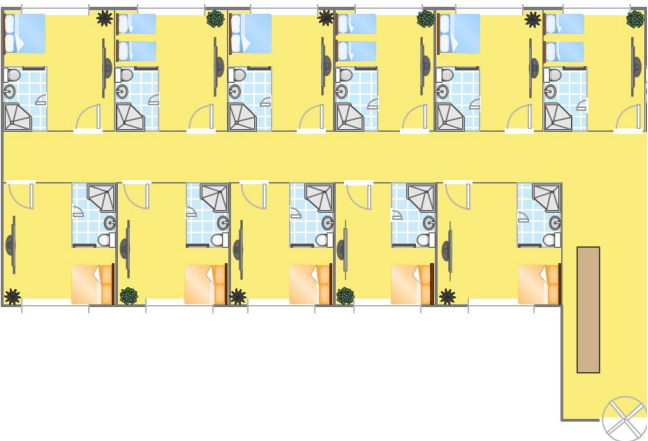
Service Status: Room:

Search

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
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

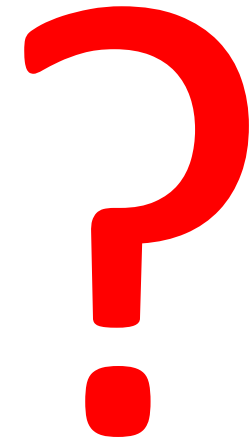
ROOM





HSK module

ROOM TYPE





HSK module

[illegible]

Clean



PMS (HSKP 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.



HSK module

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

HSK module

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





HSK module

[illegible]

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 (HSKP reports). Room status & assignments.

HSK assignments



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

Frontdesk Housekeeping Sample Restaurant Others Report

Close Counter: Default Counter | Logout
User name: Monika Dugar

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

System Date: 10/12/12

View by: All Rooms

Set Housekeeping Status: -- Select -- Go

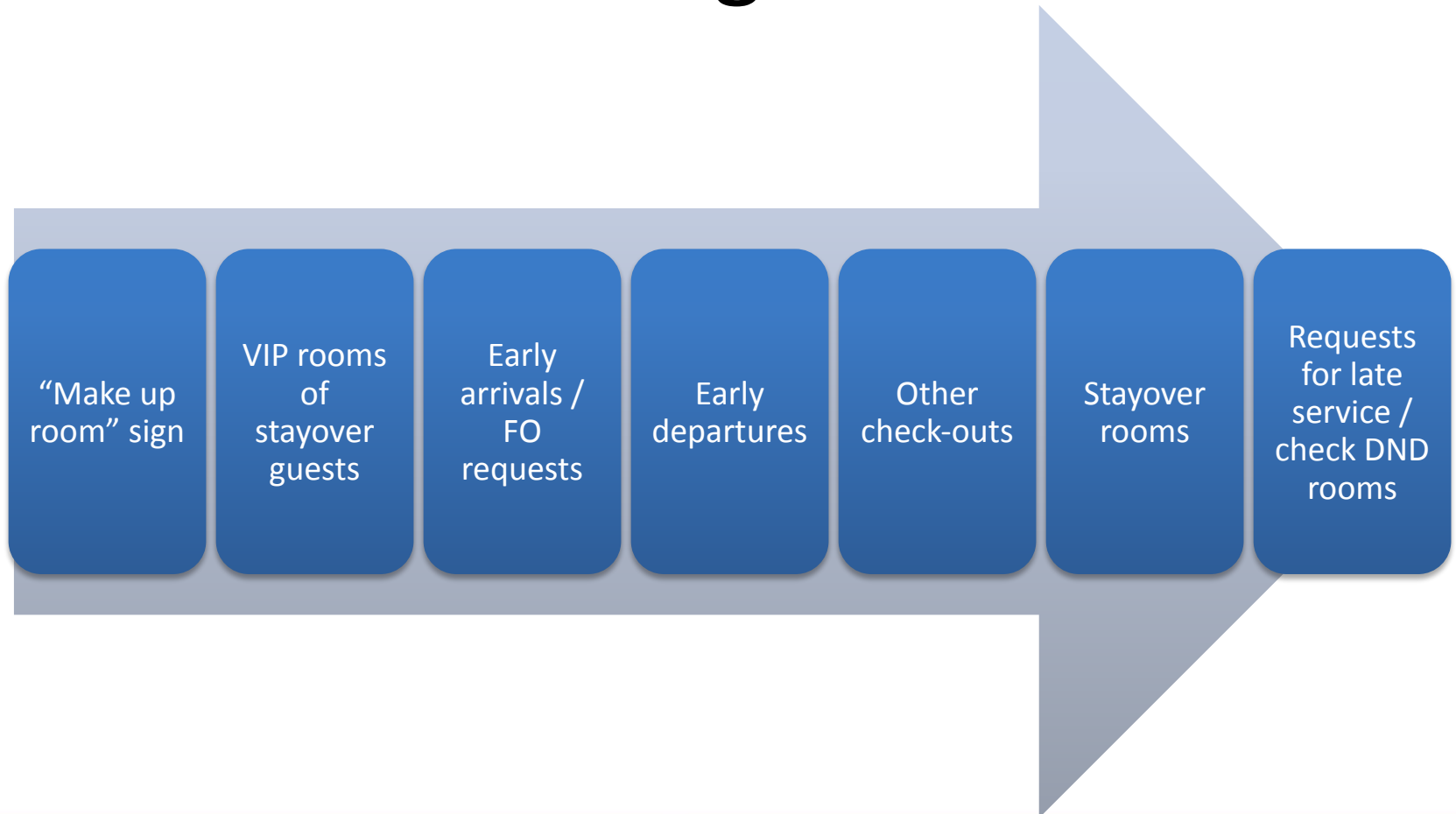
Assign Selected Rooms to: -- Select Employee -- Assign Rooms

<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



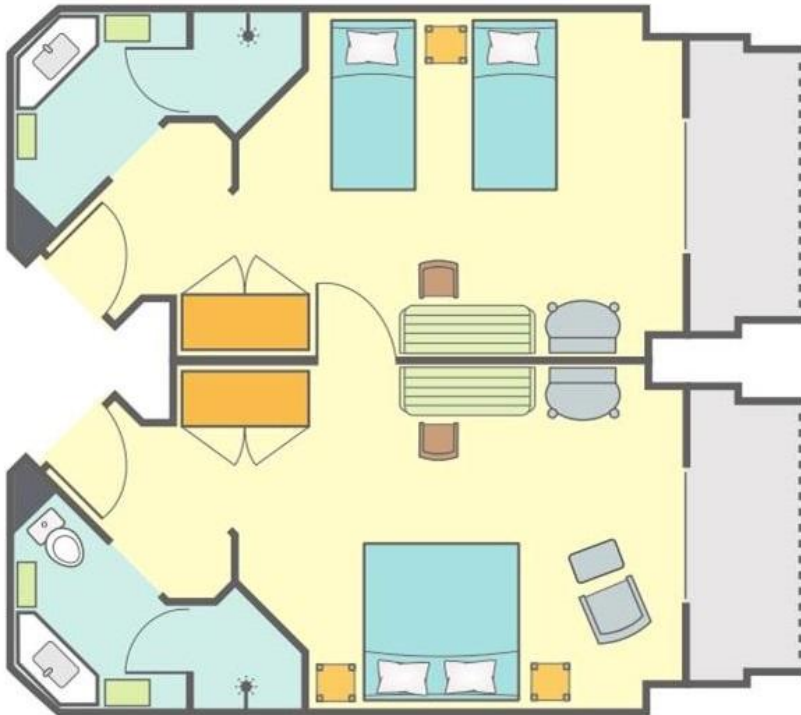
TWN



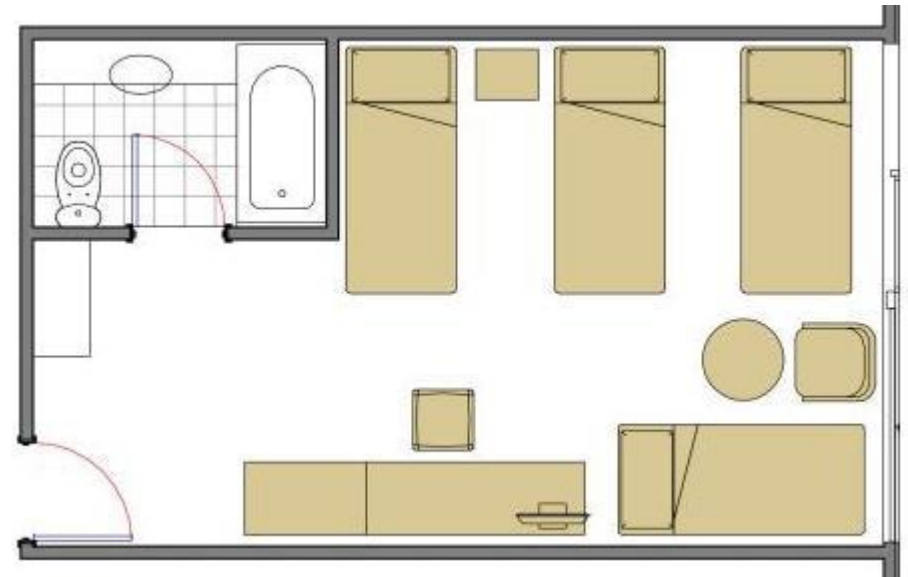
TRPL

Guestroom layout. Furnishing & amenities.

Room layout



CONNECTING

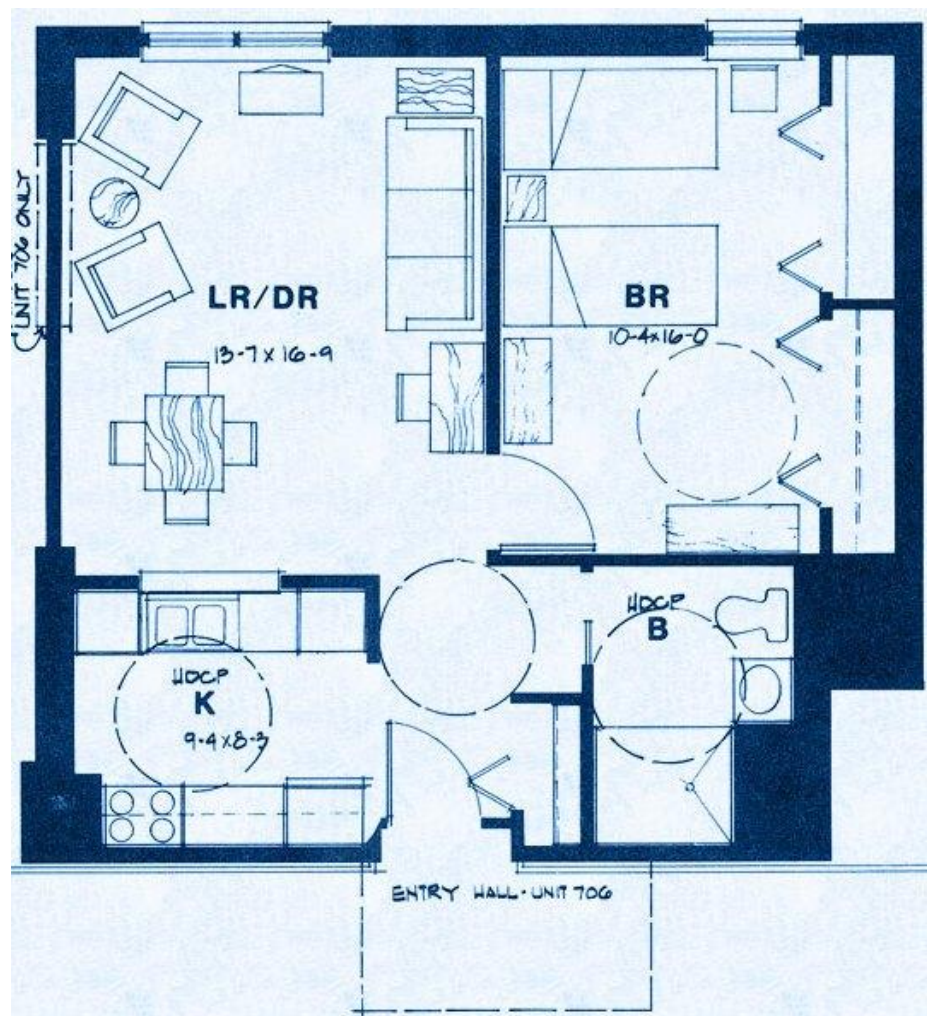


QUAD

Guestroom layout. Furnishing & amenities.

Room layout

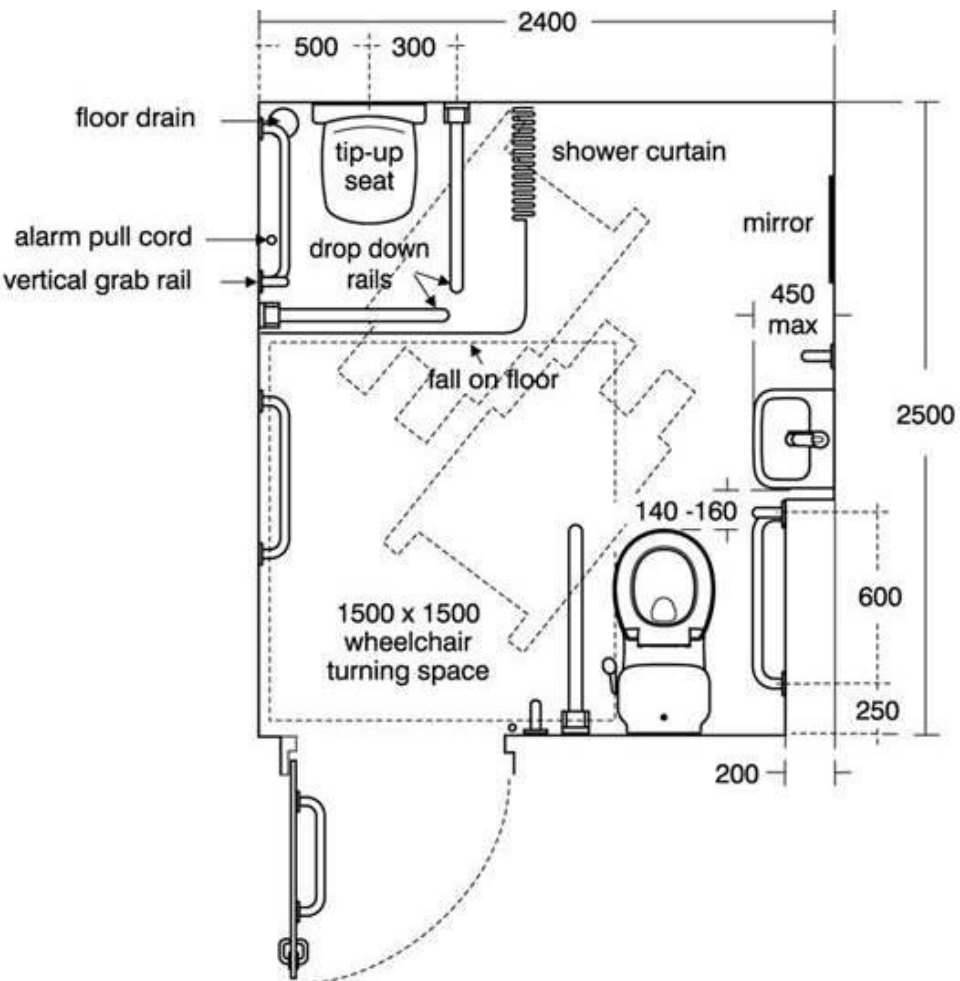
HANDICAP ROOM



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



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

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

2. Prepare Power Point presentation.

3. Present your Mystery Shopper task for the classmates.

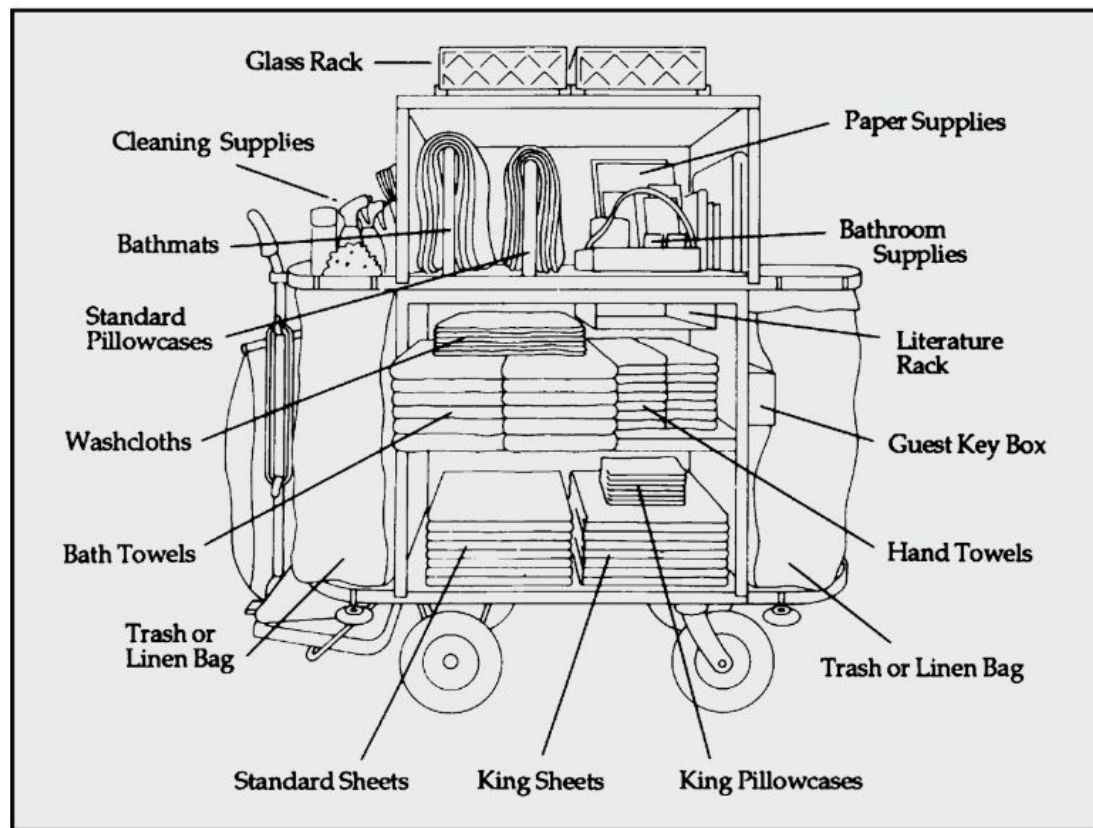
Room cleaning sequence and cleaning types.



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:

1. Enter room

Open windows. Tidy up. Pick up dirty glasses.

Take waste away.

Spray tub, soap dishes, toilet, sink, counter and glasses; allow chemicals to soak in.

Departure

Stayover

Turn down service

General cleaning

Room cleaning sequence and cleaning types.

Cleaning sequence:



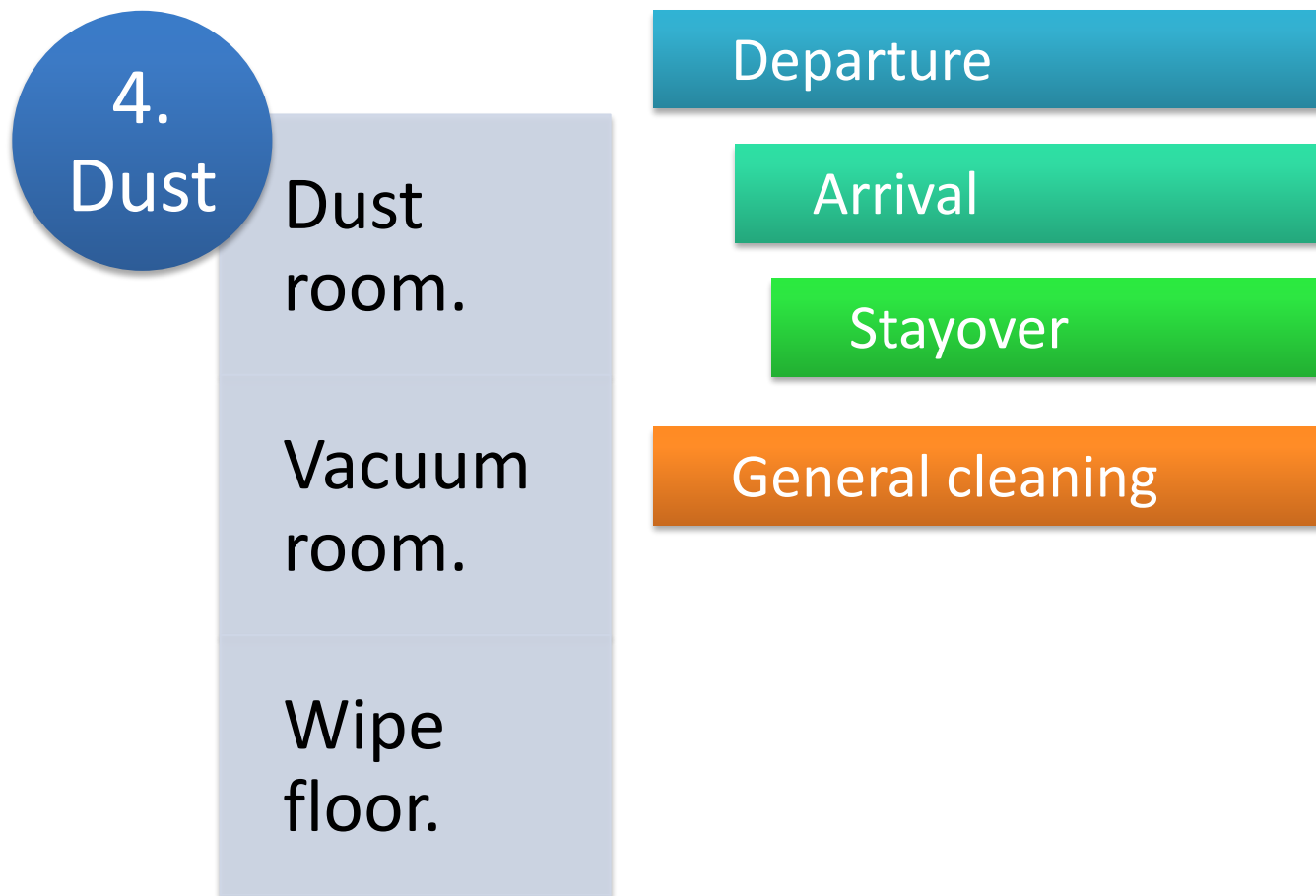
Room cleaning sequence and cleaning types.

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:

6. Exit
room

Shut the
window.

Note room
status in
assignment.

Lock door.

Departure

Stayover

General cleaning

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	
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	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!

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