

A blurred photograph of a hotel room interior. In the foreground, there is a desk with a computer monitor and two chairs. Two lamps with yellow shades are visible, one on the desk and one on a side table. The room has a blue carpet with a gold floral pattern. The text "21. ORGANIZATION OF SERVICE ON RESIDENTIAL FLOORS" is overlaid in large, bold, yellow letters.

# 21. ORGANIZATION OF SERVICE ON RESIDENTIAL FLOORS

## 21.1. ORGANISATION OF ROOM SERVICE

The main function is providing services in the rooms, providing the necessary hygienic conditions and comfort in rooms and common areas (lobby, lounge, hallway, staircase, elevator and other areas.), monitoring the room equipment, linens, staff uniform.

This service is the largest - covering 50% of the staff. Specific requirements for personal qualities, service culture and integrity.

The main duty:

- ▣ responsibility for replenishment and updating inventory, room equipment;
- ▣ cost planning of service which are consistent with the overall costs and made a separate budget plan in planning department.

The head of the service is manager or deputy director of hotel on service. Duty on the floor, head maid, linen department head, maids, supervisor, steward, seamstress, cleaners are subjects to service manager.

SERVICE MANAGER

LINEN DEPARTMENT HEAD

SERVICE MANAGER DEPUTY

STEWARD

SUPERVISOR

LAUNDRY DIRECTOR

LINEN WAREHOUSE PERSONNEL

HEAD MAID

LAUNDRY STAFF

SEAMSTRESS

MAIDS

CLEANERS

# FUNCTIONAL RESPONSIBILITIES OF KEY STAFF(on your own):

1. Room stock service manager.
2. Head maid.
3. Maid.
4. Cleaner.
5. Linen department head.
6. Linen warehouse personnel.
7. Seamstress.
8. Supervisor.
9. Steward.
10. Laundry staff

Room service should have a room for production purposes:

- ▣ General office space (for the organization and coordination of the staff, training, corporate events, storage and control of service use keys).
- ▣ Technological facilities for staff (for storing equipment, care facilities, dressing and personal storage space, rest).

To account for the equipment each room has a special description in a separate cards with information on the room(equipment structure, faults, missing items, etc.)

Inventory is held in European hotel twice a year:

- ▣ accounting bedding, blankets, towels, robes and other items made of cloth, linen used in the restaurant, to maintain it in linen warehouse personnel of the laundry;
- ▣ accounting ware, interior, etc.

The purpose of the inventory is finding availability of service equipment, the need of change and cost of its replacement.

## 21.2. TYPES OF SERVICES ON FLOORS AND TECHNOLOGY OF GRANTING

The main floor service is housekeeping.

The form of organization of the maids can be both individual and team.

Individual provides a full cycle, perform all operations in room by one maid.

Team work organization provides open-circuited work cycle, i.e. the distribution of manufacturing operations at their uniformity (making only one operation).

## The main types of cleaning :

- ▣ daily (current and intermediate);
- ▣ after the departure of guests;
- ▣ general.

Cleaning is carried out in strict accordance with the instructions of technology in compliance with the established order of linen replacement.

## The sequence of cleaning :

- ▣ daily room cleaning;
- ▣ cleaning just released rooms;
- ▣ occupied room cleaning.

## DAILY CURRENT CLEANING:

- ▣ ventilation,
- ▣ cleaning and washing dishes
- ▣ cleaning beds, tables, nightstands,
- ▣ removing dust,
- ▣ cleaning of sanitary facilities.

The responsibilities of maid also include checking saving equipment room. If the place is multi-room, cleaning always starts in the bedroom, living room and continues in other areas. Cleaning is finalized by cleaning bathrooms.

## DAILY INTERMEDIATE CLEANING

is conducted if necessary and if there are conditions for cleaning.

CLEANING AFTER DEPARTURE OF GUESTS provides additional functions of maid:

- ▣ reception room,
- ▣ change of linen and towels,
- ▣ replacement of advertising information in the room.

GENERAL CLEANING of accommodation facilities and all of the residential property is held at least once every 10 days.

The average rate of cleaning by maid is 17 rooms a day.

In calculation of the required number of maids a day is defined by the total number of occupied rooms (rooms such as "luxury" apartments are calculated using two rooms).

By the standards of the Swiss Association of Hoteliers, the room, which is home to the visitor, is given 20 minutes to clean a room, vacant - 30 minutes.

## 21.3. ORGANIZATION AND PREPARATION ROOM FOR ACCOMMODATION

Daily from 8 am floor service informs reception on the status of the number of rooms. There is a constant information link between superficial and reception service during the working day .

Information is provided :

- ▣ about occupied rooms;
- ▣ about free rooms;
- ▣ about rooms on cleaning;
- ▣ non-accommodation rooms;
- ▣ about booked rooms

## Preparation of room stock to accommodation of guests (technology):

- ▣ verification and correction of information on room stock preparedness to accommodation (the presence of data about the room stock, invoices and payment, additional services, information on living);
- ▣ planning repairs in the rooms and application for the liquidation of failures in engineering and technical service;
- ▣ works of cleaning of room stock in a defined sequence;
- ▣ transmission of information about preparedness of room stock at the reception.

In preparation for the accommodation should be taken into account:

1. The principle of compact settlement;
2. Individual guest requests;
3. Group arrival of tourists;
4. Identity of rooms

Prediction formula of room stock state :

Total number of rooms (-) number of rooms on repair (-) number of rooms occupied ahead of schedule (-) number of booked rooms (+) number of booked rooms (X) % not arrived (+) number of rooms released ahead of schedule (-) number of rooms where have continued accommodation(=) FREE ROOMS

# CLEANING BOOKED ROOMS

The aim of the work of cleaning is providing full readiness for the arrival of the guest in room that he booked.

Cleaning is carried out on the eve of his arrival in the evening or at night, in day of arrival early in the morning, every day 1 time per day, for a certain number of days before arrival.

The scope of cleaning work booked rooms includes:

- ▣ dry wiping;
- ▣ wet wiping;
- ▣ wet cleaning of the floor.

## 21.4. ORGANIZATION OF DEPARTURE FROM A ROOM

The main stages of departure of guests :

- I. Reception room from the guest (maid, duty on floor).
- II. Payment for accommodation and additional services (reception and accommodation administrator).
- III. Accompanying guest (representative of the hotel, the doorman, luggage carrier).

## The main technological operations:

1. Check of documentation on departure guest
2. Checking the numbers after departure.
3. Clarifying information about telephone calls and additional services not included in the bill.
4. Payment for accommodation and additional services.
5. Receiving the key from the guest.
6. The final payment
7. Moving luggage.
8. Transfer.

# Please make a compliance for these functions and hotel staff:

1) In small hotels;

2) In big hotels

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|--|----------------------|
| 1. The final payment   | A. Porter            |
| 2. Check of documentation on departure of guest                              | B. Cashier           |
| 3. Clarifying information about additional services not included in the bill | C. Receptionist      |
| 4. Moving luggage  | D. Duty on the floor |
| 5. Checking the room after departure   | E. Maid              |
| 6. Documentation of damaged or destroyed hotel property                      | F. Boy               |
| 7. Transferring correspondence coming into the hotel to recipients           | G. Courier           |
| 8. Issuing room key  |                      |
| 9. Accompanying the guest to room  |                      |
| 10. Fulfillment of assignments of the guest                                  |                      |

**Godspeed!**

