

Chapter 1: INTRODUCTION TO HOSPITALITY & HOTEL INDUSTRY

1. Origin & Evolution

The history of the hospitality industry is intricately woven with the development of organized trade and travel. The foundation of commercial lodging dates back to ancient civilizations, specifically around 3000 BCE in regions like Mesopotamia and Ancient Egypt. During this era, essential inns and resting places were strategically built along primary trade routes, providing shelter and sustenance necessary for traveling merchants.

The purpose and delivery of hospitality shifted during the Medieval Era (500 to 1500 CE). Religious institutions, predominantly monasteries, often assumed the role of service providers, offering necessary food and lodging to pilgrims and travelers. Moving into the Renaissance period (1500 to 1800 CE), the concept of hospitality began to evolve beyond mere necessity, introducing the initial ideas of elevated comfort and refinement that set the stage for modern luxury lodging.

The 19th Century marked the substantial emergence of the industrialized, modern hotel structure. Following the second industrial revolution, pioneers like Statler contributed to the development of large, standardized properties, such as his first hotel in 1901, which featured 2,100 rooms. A crucial milestone in guest convenience and operational efficiency was the widespread adoption of electricity in hotels by the end of this decade. This rapid integration of technology illustrates a recurring industry pattern: leveraging innovation is essential for competitive advantage and enhancing perceived luxury. Despite major global events such as World War I and the challenging period of US alcohol prohibition (1920–1933), the 20th Century established the platform for globalization and the foundation of international hotel chains. The contemporary industry (21st Century) is now defined by experience-driven services and a sophisticated, tech-savvy approach, fully integrating digital interfaces into the guest journey.

2. Domestic & International Hotel Companies

Hotel companies are classified based on their geographical reach and strategic objectives.

International/Global Companies

These corporations operate under vast brand portfolios across numerous countries, offering standardized operating procedures and service delivery worldwide. They rely on centralized reservation systems and extensive, integrated global loyalty programs that ensure product and service consistency for travelers, regardless of the property's location.

Domestic Companies

Domestic companies restrict their operations primarily to specific national or regional markets. Their competitive advantage often lies in providing a localized experience, emphasizing regional culture, architecture, and customized services. They compete against

global chains by focusing on unique, non-standardized offerings and maintaining deep knowledge of local consumer preferences.

3. Hotel Organization – Full Service / Limited Service

The organizational structure of a hotel is fundamentally determined by the extent of amenities and services offered.

Full-Service Hotels

Full-service hotels offer a comprehensive array of luxury accommodations, on-site restaurants, dedicated room service, and concierge services. These establishments cater to guests seeking a stay characterized by extensive amenities and personalized services. Operating multiple profit centers, such as Food and Beverage, Banquets, and Spa, necessitates a high level of staffing and significantly higher operational costs. The associated operational complexity and labor expenditure directly contribute to the premium price point charged to guests.

Limited-Service Hotels

Limited-service hotels provide a basic, streamlined level of amenities, typically at a lower price point. They feature smaller rooms and fewer guest services. Food and beverage options are often minimal, potentially limited to a simplified breakfast offering or essential grab-and-go options. The architectural and interior design of these properties leans toward basic decor and simple furnishings to maintain cost efficiency. An extended-stay hotel often falls into this category, focusing service reduction but compensating by providing in-room kitchen facilities.

The Select-Service Bridge

A hybrid model, known as select-service, has emerged to bridge the gap between these two models. These establishments provide a higher number of services than limited-service hotels but keep operational complexity lower than full-service properties, allowing for a more affordable price point. This model successfully targets the economy or midscale traveler seeking a more substantial offering without the full financial commitment of a luxury property.

4. Revenue & Non-Revenue Producing Departments

A hotel's departmental structure divides operations into units that either directly generate income or provide essential operational support.

Revenue-Generating Departments (Profit Centers)

These units are classified as profit centers because they directly bring income to the hotel by selling services or products. Examples include the Front Office (Rooms Division), Food & Beverage outlets, and Retail or Banquet Sales. The Front Office directly impacts revenue by efficiently managing reservations to maximize room occupancy and by executing proactive

upselling and cross-selling during the booking or check-in process, thereby optimizing revenue per available room (RevPAR).

Non-Revenue-Producing Departments (Support Centers)

These units form the operational backbone, providing necessary support to the revenue-generating departments to ensure smooth operations and exceptional guest experiences. Examples include Housekeeping, Engineering, Finance, and Human Resources. While they do not generate direct income, their efficiency and service quality significantly affect overall profitability. For instance, non-revenue departments contribute indirectly to sales; Housekeeping staff may identify upselling opportunities or highlight energy-efficient features in premium rooms, thereby encouraging upgrades. Furthermore, efficient support operations, such as swift maintenance response, minimize room downtime and mitigate negative feedback, maximizing long-term revenue through repeat business and positive referrals.

5. Staff Organization – Rooms Division Hierarchy (Including Engineering Department)

The Rooms Division is a primary operational structure focused on accommodation management, encompassing guest comfort, safety, and revenue generation through efficient room administration.

Structure and Key Departments

The Rooms Division is overseen by a Rooms Division Manager, who coordinates strategic alignment across its three core components: the Front Office, Housekeeping, and Engineering. Below the Rooms Division Manager are the respective departmental heads (e.g., Front Office Manager, Executive Housekeeper), who manage daily functions. Operational staff, such as receptionists and room attendants, are the frontline service providers.

The Role of the Engineering Department

The Engineering department is a crucial, non-revenue support center integrated into the Rooms Division. Its operation is critical to the Rooms Division's success because functionality and safety directly affect the ability to sell a room and guest satisfaction.

The core responsibilities of Engineering include **Maintenance**, ensuring that all physical infrastructure, including guest rooms, common areas, and elevators, remains in excellent working order. They execute critical **Safety Checks**, involving regular inspections of fire alarms, electrical systems, and plumbing. **Quick Response** to technical issues reported by guests or staff is essential to avoid inconvenience and room downtime. Furthermore, Engineering often implements **Sustainability Initiatives**, such as utilizing energy-saving fixtures, aligning the hotel with modern environmental standards.

The operational effectiveness of the Rooms Division relies on seamless coordination between selling, cleaning, and functionality. A slow response by Engineering directly impedes the ability of Housekeeping to certify a room as ready, preventing the Front Office from selling it, thus highlighting how technical functionality is a prerequisite for revenue generation.

Chapter 2: CLASSIFICATION OF HOTELS, TYPES OF ROOMS, RATES, AND MEAL PLANS

1. CLASSIFICATION OF HOTELS

Hotels are categorized using various dimensions that define their market segments and operational models.

By Size

Hotels are generally segmented by their total number of rooms: Small properties typically contain zero to twenty-five rooms; Medium properties range from twenty-six to three hundred rooms; and Large properties exceed three hundred rooms.

By Target Market

Classification by target market segments properties based on key operational variables. **Location** types include City/Business hotels, Suburban properties, Airport hotels, and Resorts, each catering to different travel objectives. **Clientele** segmentation differentiates between Tourists, Business Travelers, Families, and Delegates. **Facilities Offered** defines the scope of amenities, ranging from limited facilities to comprehensive features like spas, multiple dining options, and extensive meeting spaces. **Length of Stay** distinguishes between Transient stays, Semi-resident periods, and Extended Stay accommodations.

By Levels of Service

Service levels define the perceived quality and sophistication, ranging from budget and economy properties up through midscale, upscale, and luxury categories. This spectrum is determined by the complexity of services offered, the ratio of staff to guests, and the quality of physical amenities.

2. Star Classification & HRACC Guidelines

The Hotel & Restaurant Approval & Classification Committee (HRACC), operating under the Indian Ministry of Tourism, provides a voluntary scheme to classify hotels from One Star to Five Star Deluxe. This classification ensures that minimum standards are consistently met for the benefit of both customers and employees.

Classification Criteria

The HRACC assesses properties based on stringent criteria encompassing **Infrastructure requirements** (e.g., mandatory room sizes and quality of bathroom fittings), **Service Quality** (standards for reception, housekeeping, and Food & Beverage), **Safety and Hygiene** (compliance with fire safety, sanitation, and security), and adherence to **Sustainability** standards.

Room Size Mandates (Reference to HRACC)

The guidelines mandate specific minimum room sizes, excluding the area occupied by the bathroom. A property must have a minimum of ten letting bedrooms to be considered for any star classification.

For a **One-star hotel**, the minimum single room size required is eight square meters, while double rooms must be at least ten square meters. Attached bathrooms must provide running hot and cold water for a minimum of twelve hours daily.

For a **Two-star hotel**, the standard is elevated: single rooms must measure at least nine square meters, and double rooms must be a minimum of twelve square meters. These rooms are mandated to have attached bathrooms with a 24-hour supply of hot and cold water, along with adequate ventilation or air conditioning.

Higher star categories, such as Five Star Deluxe, impose more complex requirements, including operating multiple restaurants (one multi-cuisine and one specialty), with the multi-cuisine restaurant required to operate 24 hours a day. The adherence to these rigorous physical and operational standards directly dictates the capital expenditure required to achieve and maintain a classification, linking regulation directly to the expected quality of the hotel product.

3. Ownership & Affiliation

Hotel ownership determines the allocation of risk, financial reward, and control over operations.

Independent/Privately Owned

In this traditional model, an individual or private company owns and operates the hotel without any brand affiliation. The owner holds complete autonomy over operations, design, and branding, allowing for a highly unique, location-specific guest experience.

Franchised

The owner (franchisee) operates the hotel under a major brand's name (franchisor), paying fees in exchange for critical brand recognition, marketing support, access to loyalty programs, and centralized operational systems. The franchisee manages daily operations while conforming to strict brand standards.

Managed

Under a management contract, a professional management company operates the property on behalf of the owner. The management company executes daily operations, while the owner monitors financial results and establishes the long-term strategy. These agreements can involve the global brand directly or an independent third-party management firm.

Brand-Owned

The corporate hospitality group directly owns and operates the property. This model ensures perfect alignment with brand standards and allows the company to benefit fully from its global marketing and loyalty ecosystems.

4. TYPES OF ROOMS

Room Sizes (with reference to HRACC)

As established by HRACC, room size specifications are statutory requirements. The dimensions specified for single and double occupancy rooms across star categories (e.g., 8 sq. meters for a 1-star single room) are minimums, excluding the bathroom area.

SMART rooms & differently abled guest rooms

SMART rooms utilize technology, such as voice commands and biometric integration, to automate room controls for lighting, temperature, and blinds.

These technologies are highly beneficial for **differently abled guests**, enhancing accessibility and safety. Features like voice-activated assistants and mobile apps allow guests with mobility, visual, or cognitive challenges to easily control essential functions such as room environment settings and keyless entry systems. This technological integration ensures a more inclusive and user-friendly experience for all travelers.

5. Basic of Charging & Types of Room rates (Special rates)

Basic of Charging

Room rates are applied based on established standards. The standard is the **Check-in/Check-out basis**, where the rate covers the standard period between the designated times. Alternatives include the **24-hour basis**, where the charge begins precisely at the guest's check-in time, and the **Day Use rate**, which applies to short stays strictly confined to daylight hours, typically not involving overnight accommodation.

Types of Room Rates

Rates are segmented to address different market conditions and guest profiles. The **Rack Rate** is the official, highest published rate. **Corporate Rates** are negotiated discounts based on a company's volume business. **Group Rates** apply to blocks of rooms sold to tour operators or event organizers. **Seasonal Rates** are dynamic prices adjusted according to predictable shifts in local demand, and **Promotional/Package Rates** bundle the room charge with additional value-added services or amenities.

6. Meal plans (EP, BP, CP, AP, MAP etc.)

Meal plans define the food and beverage inclusions within the room rate, serving as a vital tool for pricing and segmentation.

The **European Plan (EP)**, also known as Room Only (RO), includes only the room accommodation, with no meals provided. This is ideal for budget travelers or those who prefer culinary exploration outside the hotel.

The **Continental Plan (CP)**, often termed Bed & Breakfast (BB), includes the room plus a light, typically cold breakfast. This plan is favored by business travelers requiring a quick start to their day.

The **Modified American Plan (MAP)**, or Half Board (HB), includes the room along with two meals per day: breakfast and either lunch or dinner. MAP rates are popular in resort settings where guests may dine on-site for one main meal.

The **American Plan (AP)**, or Full Board (FB), is the most inclusive standard plan, covering the room plus all three main meals: breakfast, lunch, and dinner. This is commonly used for long-stay family holidays where guests are expected to remain on the property.

More expansive options include **All Inclusive (AI)**, which covers all meals, snacks, and standard drinks, and **Ultra All Inclusive (UAI)**, which further includes premium beverages, 24/7 service access, and additional luxury amenities. Utilizing plans like MAP and AP is a critical strategy for hoteliers to increase the Average Revenue Per Booking by incorporating Food and Beverage income.

Chapter 3: GUEST CYCLE – PRE-ARRIVAL: RESERVATIONS

1. GUEST CYCLE – Stages of Guest cycle, related front office function areas

The Guest Cycle represents the chronological stages of interaction between a customer and the hotel, which are managed primarily by the Front Office. Understanding this cycle—comprising Pre-arrival, Arrival, Occupancy, and Departure—is essential for optimizing operations and meeting guest expectations.

2. Pre-arrival – Reservations - I (Confirmed – Guaranteed / Non-guaranteed, Tentative/Waitlisted)

The reservation phase involves classifying bookings based on the degree of certainty and financial commitment.

Confirmed Reservations

These are bookings for which the hotel has formally secured a room. They are divided into two types:

Guaranteed Reservations are secured by the guest's financial commitment, usually via a credit card or deposit. The hotel guarantees the room will be held indefinitely, regardless of the guest's late arrival time. This financial backing ensures the hotel is protected against no-show revenue loss.

Non-Guaranteed Reservations require no upfront payment. The room is held only until a specified cut-off time, typically 6 PM on the arrival date, after which the reservation is automatically released back into inventory for resale.

Tentative Reservations

These are provisional bookings held for a very brief, fixed time, generally 24 to 48 hours, while the prospective guest finalizes travel plans. If the guest fails to confirm within the allotted time, the room is released.

Waitlisted Reservations

A waitlisted reservation is logged when the requested room type or date is unavailable. The booking is held in queue and only confirmed if a cancellation occurs, making inventory available. The designation of a reservation as guaranteed or non-guaranteed is a strategic decision balancing the risk of lost inventory against the potential for a no-show loss.

3. Pre-arrival – reservations –II - Reservation procedure (FIT: DFIT & FFIT, group, VIP)

The reservation procedure adapts based on the traveler type.

FIT (DFIT & FFIT)

For individual travelers, the procedure involves detailed data input, covering dates, preferences, and payment details. DFIT (Domestic FIT) follows standard collection, while FFIT (Foreign FIT) requires the mandatory collection of immigration documents, such as passport and visa information.

Group

Group reservations involve blocking a predefined number of rooms, receiving a formalized rooming list from the coordinator, and confirming the master billing arrangement for the entire group.

VIP

VIP reservations require minimal administrative contact, involving pre-assignment of the best inventory, and extensive coordination with Housekeeping to place personalized amenities, ensuring immediate, discreet check-in upon arrival.

4. Sources-Direct, CRS, GDS, Intersell agencies

Reservations are sourced through various distribution channels, each affecting profitability.

Direct

Direct bookings are generated through the hotel's own channels (website, phone, walk-in) and yield the highest profit margins.

CRS (Central Reservation System)

The CRS, or Central Reservation Office (CRO), is a computerized system used by hotel chains to manage and distribute real-time inventory across all properties within that brand.

GDS (Global Distribution System)

The GDS is a global, computerized network that links travel agents worldwide to book and sell various travel services, including hotel rooms and airline tickets.

Intersell Agencies

These are third-party product handlers, predominantly Online Travel Agencies (OTAs), that offer hotel rooms alongside other products like car rentals and airline seats. They are a high-volume source of reservations but incur significant commission costs. The management of these sources requires a continuous balancing act between the desire for broad market reach (via GDS and OTAs) and the imperative to maximize profit margins (via Direct and CRS bookings).

5. Modes of reservations – Verbal & Written

Reservations are received through two core communication modalities. **Verbal reservations** are received over the phone or in person, demanding immediate data accuracy and confirmation by the agent. **Written reservations** are received digitally (email, OTA) or in print, requiring systematic processing and verification against the agreed-upon terms.

6. Amendments & cancellations

The handling of changes and cancellations requires procedural rigidity. **Amendments** (changes to dates or room type) necessitate checking for availability and promptly updating the central PMS record. **Cancellations** require adherence to the specific rate's cancellation policy, voiding the booking, and applying any necessary penalty charges, particularly for guaranteed reservations that fall outside the allowable cancellation window.

Chapter 4: ARRIVAL – I & II: CHECK-IN PROCEDURES

1. ARRIVAL – I - Bell desk & valet services, Functions, Procedures

The Bell Desk and Valet services are crucial for managing the initial physical logistics of the guest's arrival.

Bell Desk Functions and Procedures

The Bell Desk handles the physical transition of the guest into the hotel. Key functions include greeting, managing luggage (tagging, secure storage, and room delivery), and performing internal guest errands. The standard procedure involves tagging the luggage upon arrival and coordinating with the Front Desk to ensure that baggage is delivered only after the registration process is complete and the correct room number has been assigned.

Valet Services

Valet staff manage the safe and secure parking of guest vehicles, controlling keys and ensuring timely retrieval, minimizing guest effort upon arrival and departure.

2. Arrival – II – Registration Sequence

The registration process is a sequence of five critical steps managed by the front desk agent.

a) Creating registration record

The agent welcomes the guest, verifies identity, and confirms the pre-filled information from the reservation, or collects data for a walk-in. The guest signs the registration form to finalize the check-in documentation.

b) Assigning room & rate

A Vacant and Ready (VR) room is assigned. If the room was pre-assigned, it is confirmed. The agreed-upon room rate (Tariff Fixation) is verbally affirmed with the guest.

c) Establishing the method of payment

Credit for the stay must be secured, typically via a credit card pre-authorization or a cash deposit, covering room charges and estimated incidental expenses. This step mitigates the risk of bad debt.

d) Issuing room key

The activated key is issued to the guest along with clear directions and essential hotel information, strictly adhering to key control and security protocols.

e) Fulfilling special requests

Any outstanding special requests logged during the reservation phase (e.g., specific room location, extra linen) are noted and immediately actioned to ensure guest satisfaction from the outset.

3. DFIT, FFIT, Walk-in, VIP & Group, express check –In, self-registration

Check-in procedures are customized for specific guest profiles. DFIT and FFIT follow the standard sequence, with FFIT requiring mandatory collection of immigration details. **Walk-**

in guests require an immediate room availability check, swift registration, and securing of payment before room assignment.

Group check-in is expedited by having the coordinator finalize the registration form and manage key distribution using a pre-prepared rooming list. **VIP check-in** requires discreet handling and often involves pre-registration to minimize waiting time. **Express check-in** and **self-registration** utilize technology (kiosks or mobile apps) to allow guests to bypass the traditional front desk queue, verifying details and securing keys digitally.

4. Room selling techniques-Upselling

Upselling is the strategic technique of persuading guests to purchase a higher-priced room or package than originally booked, maximizing incremental revenue. Effective techniques include capitalizing on **Pre-arrival selling** opportunities via email or messaging to capture high buyer intent. During check-in, the agent should employ the **Incremental Quotation** technique, stating only the small difference in price between the reserved room and the upgraded room, which makes the upgrade feel more affordable. It is crucial to highlight the value and superior benefits (e.g., better view, exclusive access) of the upgrade before mentioning the price, tailoring the offer based on an understanding of the guest segment.

Chapter 5: DURING THE STAY – OCCUPANCY SERVICES AND RECOVERY

1. DURING THE STAY - Occupancy Services

Concierge

The concierge department is the specialized resource for providing bespoke assistance, handling customized service requests, external reservations (dining, tickets), and complex travel arrangements for guests.

Mail & message handling

Incoming mail, packages, or messages are meticulously managed by the Front Desk or Concierge staff. All items are immediately documented in a logbook or digital system, recording the sender, date, time of receipt, and item description. For registered guests, a formal package notice is prepared. If the guest is out, a notification slip or digital alert is used to advise them that an item awaits collection.

Room change procedure

When a guest requests a room move, staff must first receive and document the request, understanding the reason. Next, they check the PMS for an available, suitable, and Vacant Ready replacement room. Once the change is confirmed with the guest, the transition is coordinated with the Bell Desk to move luggage, and all hotel systems are updated. Crucially, the guest's folio must be re-routed to the new room number, and detailed notes explaining the

reason for the move are logged in the PMS to update the guest's history and flag recurring maintenance issues. A short follow-up call after the move ensures the guest is satisfied, transforming a moment of failure into a positive service interaction.

Special procedure

This includes the diligent management of scheduled events like **Wake-up Calls**, ensuring high reliability. Protocols also cover the silent and efficient delivery of **Newspaper** to rooms and coordination of **Transport Arrangements** with external vendors.

2. Service recovery - Guest relations, Handling complaints, Follow-up procedures

Service recovery is the process of resolving a service failure to restore guest trust and loyalty.

Handling complaints and Follow-up procedures

Complaints must be met with immediate empathy and professionalism, followed by the rapid execution of a solution. Formal follow-up procedures, such as a check-in call by a manager or a compensatory gesture if the hotel was at fault, are crucial for achieving service closure and guest satisfaction.

Complaint handling Apps/ escalation Matrix & Root cause analysis

The management of complaints is formalized through structured systems. An **Escalation Matrix** is a predefined hierarchy that outlines precisely how and when a complaint should be escalated to a higher level of management. The matrix defines specific thresholds, such as an unresolved issue after a certain time limit, ensuring clear accountability at every level, from the support engineer to the manager or chief operations officer for critical issues.

Root Cause Analysis (RCA) is an analytical process used to study patterns in recurring guest complaints. By identifying the underlying, systemic failure points—rather than just addressing individual instances—RCA enables management to implement preventative measures and improve service processes holistically. The combination of the immediate resolution provided by the Escalation Matrix and the systemic prevention achieved through RCA maximizes long-term service quality and operational excellence.

Chapter 6: INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING

1. SCOPE OF HOUSEKEEPING

Housekeeping is the essential department responsible for maintaining the cleanliness, hygiene, comfort, and safety standards across all guest rooms, public areas, and operational spaces of the hotel. Its operational motto is "Creating a home away from home," reflecting a commitment to care that goes beyond simple cleaning. The scope encompasses cleaning

occupied rooms, rapid turnover of departure rooms, managing linen, replenishing amenities, and continuous maintenance of public spaces.

2. Importance

The significance of housekeeping has grown to be a strategic business driver. **Guest satisfaction** is directly correlated with cleanliness; spotless conditions create a positive first impression that frames the entire guest experience and influences positive online reviews and referrals. In the current environment, hygiene is a primary traveler concern.

Furthermore, housekeeping staff are integral to **Safety and Security**, acting as the first line of defense by identifying and reporting maintenance hazards (e.g., faulty wiring) and ensuring that rooms are secured and emergency routes are clear. By performing efficient room turnover, housekeeping directly contributes to revenue, and high standards ensure **guest retention and repeat business**, which is more cost-effective than customer acquisition.

3. Opportunities and application in the hospitality and allied sectors

The core principles of organized facility management, hygiene control, and standardized maintenance procedures used by housekeeping are highly transferable. These applications extend beyond traditional hotel settings to all sectors that require rigorous maintenance standards for large volumes of people or sensitive environments.

Chapter 7: HOUSEKEEPING DEPARTMENT – ORGANIZATION AND COORDINATION

1. Areas of responsibility with a brief description of sub departments in housekeeping

The housekeeping structure ensures effective oversight and delegation of tasks. The department is led by the **Executive Housekeeper**, who sets policy and oversees all operations. **Assistant/Deputy Housekeepers** and **Supervisors** manage floors, public spaces, and specialized sub-departments.

Key sub-departments include:

The **Linen Room/Laundry**, responsible for the washing, storing, issuing, and quality control of all hotel textiles, including uniforms and guest linen.

The **Housekeeping Control Desk** is the 24-hour communication nerve center. Duties include coordinating room status updates with the Front Office, receiving maintenance complaints, delegating tasks, managing guest special requests, and maintaining key control logs.

2. Attributes of housekeeping personnel in keeping with the organization chart

Housekeeping staff require specific attributes due to the sensitive nature of their work. **Attention to Detail** is crucial for ensuring meticulous cleanliness and organization. **Honesty and Discretion** are paramount for building trust, as they work inside

guest rooms. Other essential qualities include **Physical Stamina** (for strenuous work), **Punctuality**, **Professionalism**, and **Adaptability** to fluctuating workloads and guest needs.

3. Inter departmental coordination of rooms division with other departments

Effective communication is essential for rooms division functions.

Front Office: Daily status coordination is critical, ensuring the Front Office has immediate updates on room availability (e.g., Vacant Ready status) for sales, while Housekeeping receives alerts about VIPs and unexpected late check-outs.

Engineering: Housekeeping staff report all maintenance defects, allowing Engineering to schedule rooms for repair (Under Repair status) and minimize downtime.

Food & Beverage (F&B): Housekeeping supplies clean table linens and uniforms for F&B operations and coordinates post-event cleaning for banquets. Staff also ensure prompt removal of room service trays from hallways.

Security: Housekeeping coordinates on key management, reports suspicious activities, and meticulously follows procedures for documenting and securing all valuable Lost and Found items discovered in guest rooms.

Purchase Department: Housekeeping sends detailed Purchase Requisitions to procure all necessary stock, including cleaning chemicals, equipment, and guest amenities.

Chapter 8: PREPARING TO CLEAN

1. Housekeeping pantry

The housekeeping pantry is a centralized stock location on each floor, essential for minimizing travel time and maximizing cleaning efficiency. Its layout is organized with chemicals separated and supplies arranged by usage sequence. Inventory maintained includes all necessary cleaning agents, tools (cloths, brushes, sponges), guest supplies (toiletries, stationery), and linens.

2. Assembling supplies and stocking the cart/caddy

The process of preparing the housekeeping cart requires meticulous attention to inventory par levels and safety. For stability and ergonomic efficiency, heavy equipment, such as vacuum cleaners and large chemical containers, are placed in the lower sections of the cart to maintain a low center of gravity. Medium-weight items, like fresh linen and towels, are stored centrally, and light, frequently used items, such as spray bottles and dusting cloths, are positioned in easily accessible top-shelf organizers. Carts are equipped with separate bag holders for soiled linen and garbage.

3. Room Status Reporting

Room status reporting is the continuous, standardized system for communicating a room's occupancy and cleanliness condition between Housekeeping and the Front Office. This process is essential for efficiently managing inventory, preventing operational errors (like assigning a dirty room), and ensuring rooms are readily available for incoming guests.

Key status codes denote the room's condition: **Occupied (O)** means the guest is present. **Vacant (V)** means the guest has checked out. The status is refined by cleanliness: **Dirty (D)** (e.g., VD - Vacant Dirty), **Clean (C)**, and the final status, **Ready (R)**, meaning the room is certified, inspected, and immediately available for sale (VR - Vacant Ready). Other critical statuses include **Under Repair (UR)** or **Out of Service (OOS)**, indicating the room is unusable due to maintenance issues.

4. Setting Priority of Scheduling Cleaning

Cleaning schedules prioritize rooms that maximize revenue and guest satisfaction. The highest priority is assigned to **Checkout Rooms** that are pre-blocked for specific incoming arrivals, followed by general checkout rooms to quickly replenish salable inventory. Next are **Stay-over** rooms, cleaned while the guest is absent to respect privacy. Rooms with maintenance issues (UR/OOS) are prioritized only after critical revenue rooms are addressed.

Chapter 9: GUEST ROOMS: UPKEEP AND MAINTENANCE

1. Sequence and procedure of cleaning

A standardized sequence ensures comprehensive and effective cleaning. The attendant must first announce their entry and secure access (adhering to DND signs). The room is then ventilated, and all soiled linen and trash are removed. Bathroom chemicals are applied initially. Next, the attendant makes the bed, followed by systematic dusting and damp wiping of all surfaces, furniture, and fixtures, including mirrors and disinfecting the telephone mouthpiece. The bathroom is then thoroughly cleaned and sanitized. Finally, all amenities and supplies are replenished, floor care (vacuuming or mopping) is completed, and a final inspection ensures readiness.

2. Specific Cleaning Procedures

A) Departure room

A full deep clean is performed, involving stripping all linens, thorough sanitization, comprehensive inventory check, and complete replenishment of all supplies to prepare the room for the next guest (VD to VR turnover).

B) occupied room

For stay-over guests, the focus is on tidiness, bed making, removing trash, and replacing only used amenities, ensuring that guest belongings are not disturbed or moved.

C) Vacant room

Unoccupied rooms require periodic inspection and dusting to prevent dust accumulation, ensure pristine presentation, and confirm the functionality of all appliances.

D) Differently abled room

These rooms require specialized checks to ensure all accessibility features, especially safety grab bars and SMART room automated controls, are fully functional and hygienic.

E) OOO/ DND/DL rooms

DND (Do Not Disturb) signs are strictly observed. **OOO (Out of Order)** or **DL (Double Lock)** rooms require explicit management or security authorization for any staff entry, usually only for essential repairs or security checks.

F) Turndown service

Also known as **Second Service** in luxury hotels, this is the evening procedure (typically 5 PM–9 PM) focused on preparing the room for the guest to sleep. It involves turning down the bed linens, tidying the immediate area, adjusting ambient lighting, and placing a personalized treat on the pillow.

G) Second service

A general term for the evening maintenance and refresh of occupied rooms. This includes amenity replenishment (refilling soaps, water, coffee supplies) and light tidying after the guest has left for dinner.

Chapter 10: DAILY ROUTINES AND BEYOND THE HOTEL

1. DAILY ROUTINES to be followed by Housekeeping Attendants

Operational efficiency is maintained across three distinct shifts:

Morning Shift Routine: Attendants focus on high-volume cleaning, prioritizing the preparation of their carts, cleaning all departure rooms, and servicing stay-over rooms.

Evening Shift Routine: Duties center on personalized service, primarily executing turndown service, responding to specific guest requests (e.g., extra pillows), and preparing public areas for evening use.

Night Shift Routine: This is dedicated to heavy-duty, disruptive cleaning tasks, such as shampooing carpets and deep cleaning public areas, which cannot be done during the day. Night staff also conduct inventory, restock supplies for the morning shift, and manage late-night guest emergencies.

2. Concept of invisible housekeeping

Invisible Housekeeping is the practice of maintaining immaculate cleanliness and fully stocking amenities without the guest ever noticing the presence or labor of the housekeeping staff. The objective is to provide seamless service that maximizes the guest's sense of privacy and comfort. This is achieved by scheduling disruptive maintenance during off-peak hours, using silent equipment, and proactively anticipating guest needs.

3. Housekeeping in hospitality sectors apart from hotels

The fundamental principles of efficient facility maintenance are adapted to various allied sectors based on their specific operational and regulatory requirements.

Hospitals (Environmental Services): Requires specialized infection control and sterilization procedures, focusing on public health and medical safety rather than aesthetic standards.

Residential apartments: Focuses on long-term property maintenance, common area cleaning (gyms, pools), and respecting the long-term occupancy of tenants.

Mall, Club, Shops, Offices, F & B outlets, Institutes: Requires managing continuous waste flow, high-traffic public space cleaning, and upholding stringent brand aesthetic standards.

Airports, Railway stations, Metro station: Demands industrial-scale cleaning and waste management protocols for mass transit systems, adhering strictly to public security and sanitation guidelines.

Cruise liners: Operations face unique logistical constraints due to limited space and motion. Housekeeping staff manage high-frequency stateroom service (often twice daily), complex crew and guest laundry operations, and continuous public area maintenance under maritime safety regulations.