

THE MORGANS COLLECTION

PERFECTING HOUSEKEEPING



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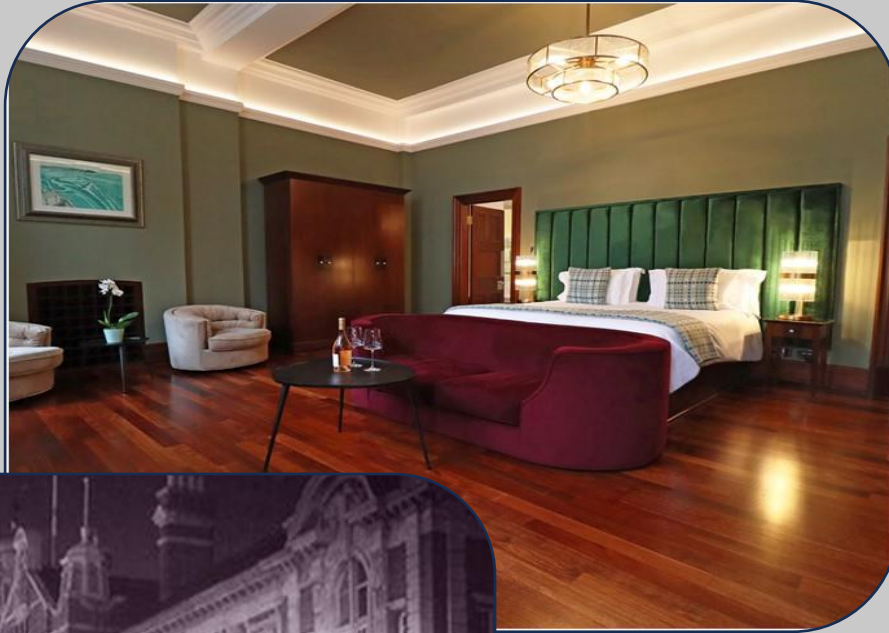
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SUMMARY

THE MORGANS COLLECTION



In the heart of the Swansea marina is Morgans 4* Boutique hotel offering 42 individual rooms with unique sparks dating back to Morgans historic background in Swansea (Morgans Hotel, 2023).

STANDARDS

Everything at The Morgans Collection is unique to the company's original spirit and standards, sticking and thriving on the morals the hotel was built on (Beverland, 2009), its vital to creating individualism and dominating in the hospitality industry



HOUSEKEEPING

Housekeepers are a vital section included within a business in the hospitality industry. They have various responsibilities that are never overlooked and leave lasting effects on the customers satisfaction (Turabelidze et al, 2010).

At The Morgans Collection, housekeeping is a massive part of keeping the company running and any issues or complaint regarding this section or reported from office management straight to the head housekeeper who will carry appropriate procedures and/ or investigation.



We follow an engagement model to produce successful employees who are driven and motivated to further progress within the business and create an enjoyable working environment where success is more likely (Sonenshein and Dholakia, 2012).

Ensuring employees are satisfied is a main priority throughout any organisation not just in the hospitality industry but in the world (Andrade et al, 2020), making workers feel valued and appreciated in turn enhances their work ethic, leading to a successful and smooth-running business.

The checklist must be followed strictly throughout the course of the daily tasks, this includes everything from rooms to maintenance of the hotel. This is vital to sustaining the high expectations of the Morgans Collection.

Daily Cleaning Checklist of Room _____
Date of Cleaning _____

<u>Task</u>	<u>Occurrence</u>	<u>Employee Signature</u>	<u>Supervision signature</u>
Search the room for any personal belongings left by customers.	Daily		
Strip and remake bed.	Daily		
Polish all furniture.	Daily		
Check coffee machine and all electricals are still working.	Daily		
Polish and clean all bathroom.	Daily		
Replenish and replace all bathroom products.	Daily		
Replace towels etc.	Daily		
Read <u>check-in</u> sheet to ensure no z-bed are needed or twin beds etc.	Daily		

CHECKLIST OVERVIEW

ROOM CLEANING

Room cleaning is an important part of keeping the customer satisfied and happy and keeping the standards of a hotel high (Lockyer, 2003), following the checklist every shift will enable for full completion of tasks and principles from the hotel. This will save employees from struggling and facing issues with the regards to not knowing what to do next, nevertheless a supervisors will patrol rooms throughout shifts to assist on any issues

LAUNDRY

Laundry comes hand in hand with housekeeping / room cleaning. The laundry room is situated just across the road from the hotel with lots of space to separate bedding, towels, F&B and kitchen laundry to ensure no line or fabric is ruined in the process. Each technique is written down so nothing is ruined, and the process will run smoothly so there no department is back logged throughout the day (Kyalo, 2023) .



KEY SKILLS FOR HOUSEKEEPING

SOFT SKILLS

**Having an
eye for
detail**

Organised

Patience

HARD SKILLS

**People
management**

**Cleaning
procedures**

Hard and soft skills will always come hand in hand in any chosen profession or personal situations to allow someone to reach their full ability if they utilise all the driving characteristics (Patacsil and Tablatin, 2017).

HEALTH AND SAFETY PROCEDURES

Control of Substances Hazardous to Health (COSHH)

Control of substances hazardous to health regulation is vital to follow during housekeeping daily tasks, the use of various chemicals through the hotel and hotel rooms puts employee and customers at harmful risk. Ensuring all chemicals are labelled and used properly no matter how unarmful they may seem (Health and Safety Executive, 2023).

Workplace health and safety regulations

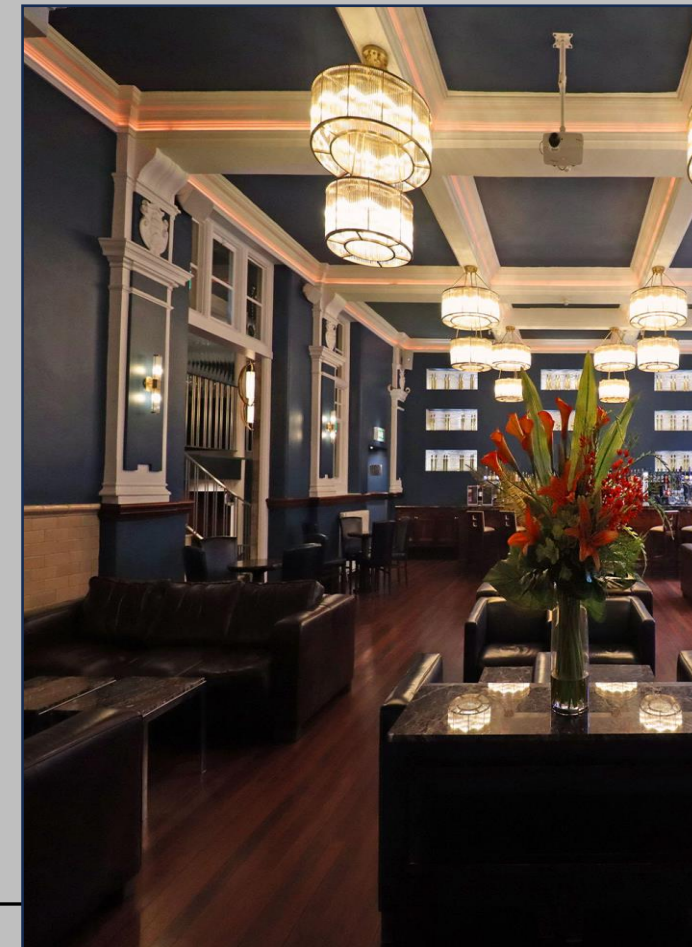
Managers are the main employees responsible for enforcing health and safety procedures at a place of work, however in the modern regulations everyone needs to take into consideration their movements and actions whilst on the job so they can keep themselves and others away from harm; including customers! (Hughes and Ferrett, 2011).



SUMMARY

To summarise The Morgans Collection thrive on offering all our customer pure individual experiences from the customers unique rooms to individual service experiences, this creates a USP and sets this business apart from any other in the hospitality industry.

Following the checklist is mandatory to ensure customer satisfaction is succeed but also to guard employees from following into a position of blame.



THANK YOU FOR YOUR TIME



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