

Operating Hotel Facilities Bmih4006



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Introduction



- The Gibbs Reflective Cycle is created for self-examination and learning from events that includes phases such as description, feelings, evaluation, analysis, conclusion, and action plan (Barnard, 2017).
- A summary of the housekeeping checklist.
- Staff opinions and concerns about the checklist.
- Providing excellent visitor experiences.
- Explaining why each item of the checklist is necessary.
- The significance of following the checklist and implementing best practises.
- Staff performance is continually monitored, and feedback systems are in place.

Standard Operating Procedures

Cleaning Procedures - Housekeeping

Manual Cleaning Methods

[Which do not require mechanized or electronic equipment.]

1. Sweeping.
2. Dusting.
3. Damp Dusting.
4. Dust Mopping / Dry Mopping.
5. Mop Sweeping.
6. Spot Mopping.
7. Wet Mopping / Damp Mopping.
8. Manual Scrubbing.
9. Manual Polishing.
10. Spot Cleaning.

Mechanised Cleaning Methods

[Which do not require mechanized or electronic equipment.]

1. Suction Cleaning / Vacuum Cleaning.
2. Spray Buffing.
3. Polishing.
4. Scrubbing.
5. Stripping.
6. Laundering.
7. Dry Cleaning.

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- ☐ Guest rooms cleaning
- ☐ Public Area cleaning
- ☐ Waste management
- ☐ Health and Safety
- ☐ Linen and laundry
- ☐ Inventory management
- ☐ Quality control

(Rani Rinekasari et al., 2019)



CHECKLIST

HOUSEKEEPING



ROSSINGTON HALL

Management of Noise Levels

- For Hoover cleaners and other loud devices, use the quiet mode.
- Make sure windows, drawers and doors are closed softly to prevent loud fringe.
- Respect peaceful hours and "Do Not Disturb" signage.
- Notify the front desk or security of any loud noise coming from outside sources (such as construction, dogs, or other visitors).

Room Tidiness

- When cleaning a room, adhere to the Standard Operating Procedures.
- Utilise the right cleaning supplies and equipment for each type of surface.
- When cleaning, always use gloves and a mask, and dispose of them appropriately after use.
- Make a thorough inspection of the whole space for signs of hair, stains, filth, dust, and smells.
- As needed, swap out the toiletries, bedding, and towels.
- Empty and disinfect garbage cans.
- As soon as possible, notify the supervisor of any maintenance problems or damages.

Cleaning of Toilets and Bathrooms

- Make sure the lavatory and toilet are completely cleaned and sanitised.
- Particular focus should be placed on high-touch locations such as doorknobs toilet flush levers and tap handles.
- Look for any indications of dirtiness, soap scum, or hair strands.
- Stock up on toilet paper, soap and shampoo in the bathroom.

Brand standard and employee engagement



- Employees that are engaged provide superior customer service (Lee and Ok, 2015).
- Models of employee engagement encourage uniformity in productivity (Reeves, 2020).
- Pay closer focus on the details.
- Increased work satisfaction, which has a beneficial influence on guest satisfaction (Townsend, Wilkinson and Burgess, 2013)
- Employees are frequently more receptive to recommendations and changes.
- It creates brand loyalty by being devoted to providing outstanding service (Tsang, Lee, and Li, 2011).



Analysis of the checklist components

Industries, S. (2019). 5 Common Hotel Guest Complaints—and How to Address Them.

- Excessive noise may be unpleasant and have a detrimental influence on the comfort and pleasure of visitors throughout their stay (Fallon and Rutherford, 2010).
- Reducing noise levels promotes serenity and guarantees compliance with health and safety rules governing noise exposure limits (HSE, 2023).
- Neat and properly organised rooms make a good first impression, which leads to increased guest satisfaction and great ratings.
- Clean rooms eliminate tripping risks and provide visitors with safe access.
- Negative evaluations and a degraded brand image might arise from dirty or badly kept toilets (Casado, 2012).
- Bathroom cleanliness is critical to preventing the transmission of germs and maintaining a healthy atmosphere for guests.

Comparing top practices



pngtree.com. (n.d.). Pngtree.

- ☐ Time management
- ☐ Detailed orientated employees
- ☐ Effective communication skills
- ☐ Collaboration with other members of the team (Jones, 2007).
- ☐ Competence
- ☐ Flexibility
- ☐ Feedback
- ☐ Guest-centric approach (Brody, 2011).
- ☐ Self-care

Conclusion



- Checklist for Housekeeping is required for cleanliness and visitor satisfaction.
- Employee engagement is critical to providing excellent customer service and building brand loyalty.
- Noise management is critical for visitor comfort and regulatory compliance.
- Best Practises are essential for hotel management operational effectiveness.
- Continuous Improvement is a necessity for maintaining high standards and adjusting to changes in the business.

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