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Msc, BA(Hons)



Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

Operating Hotel Facilities *BMIH4006*

Week 4: Housekeeping and Planning

Outcomes of the session



- Issues that damage profits
- HK Technology
- Bedbugs
- Development Plan and Action Creation
- Assignment





Can you think of Common Housekeeping Issues That Damage Hotel Profits?

Common Housekeeping Issues That Damage Hotel Profits

1. Low quality furnishings
2. Broken lights
3. Damp patches
4. Hair in the bath or on the floor
5. Rubbish under the bed
6. Fingerprints on windows and mirrors
7. Not enough toiletries (paper roll, shampoo, conditioner, soap, etc)
8. Dust
9. Bad manners
10. Housekeeping staff look unprofessional



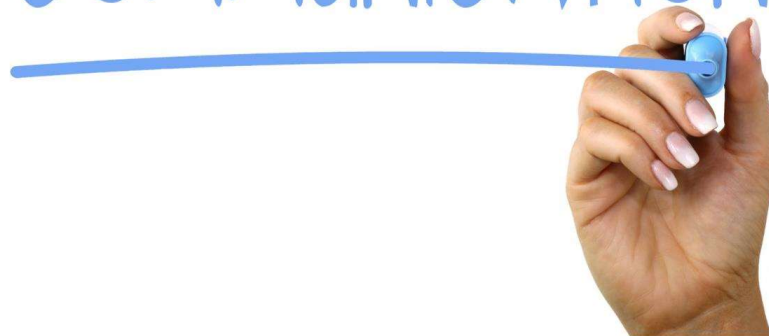
Housekeeping constraints and challenges:

1



2

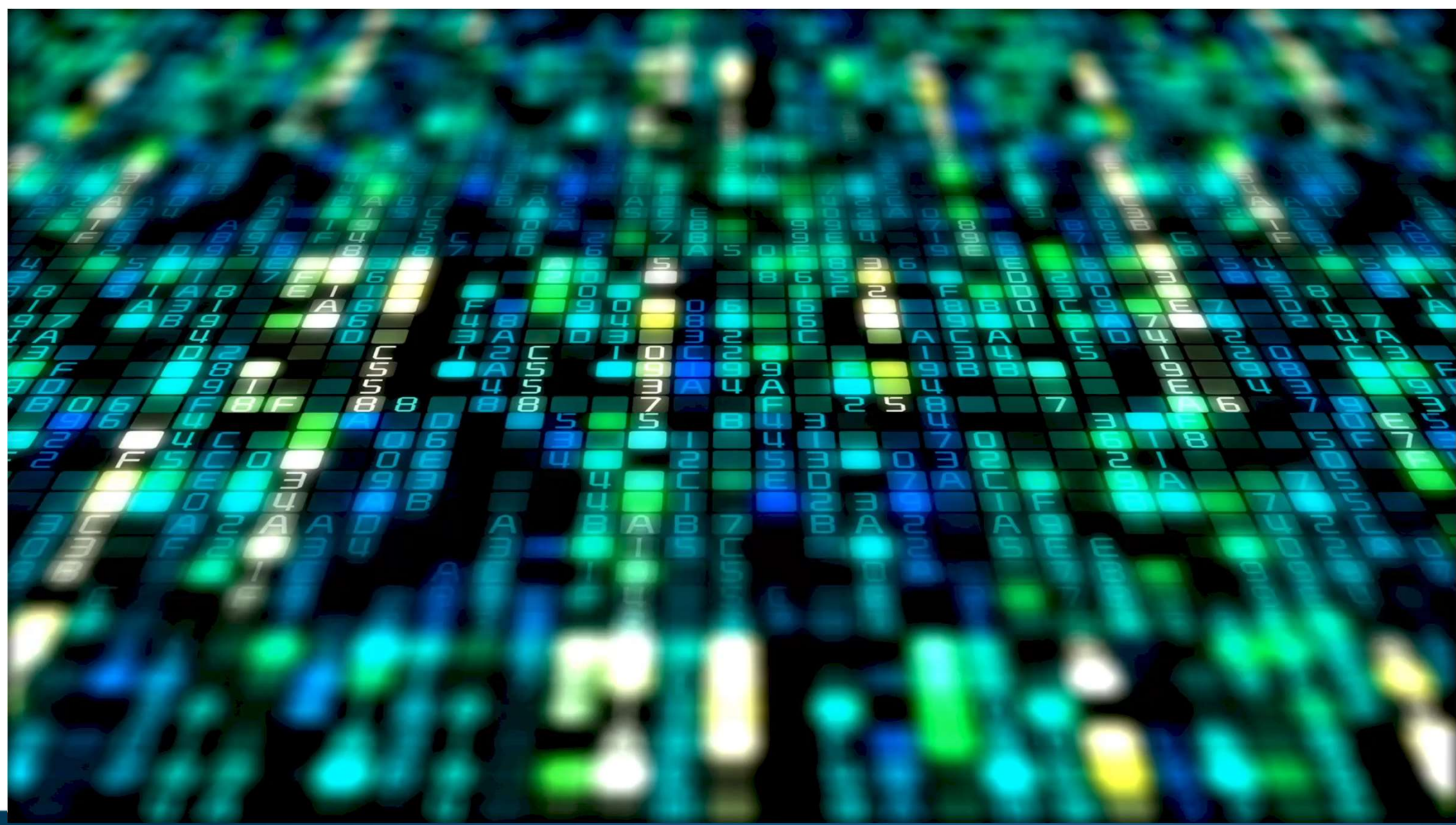
COMMUNICATION



3



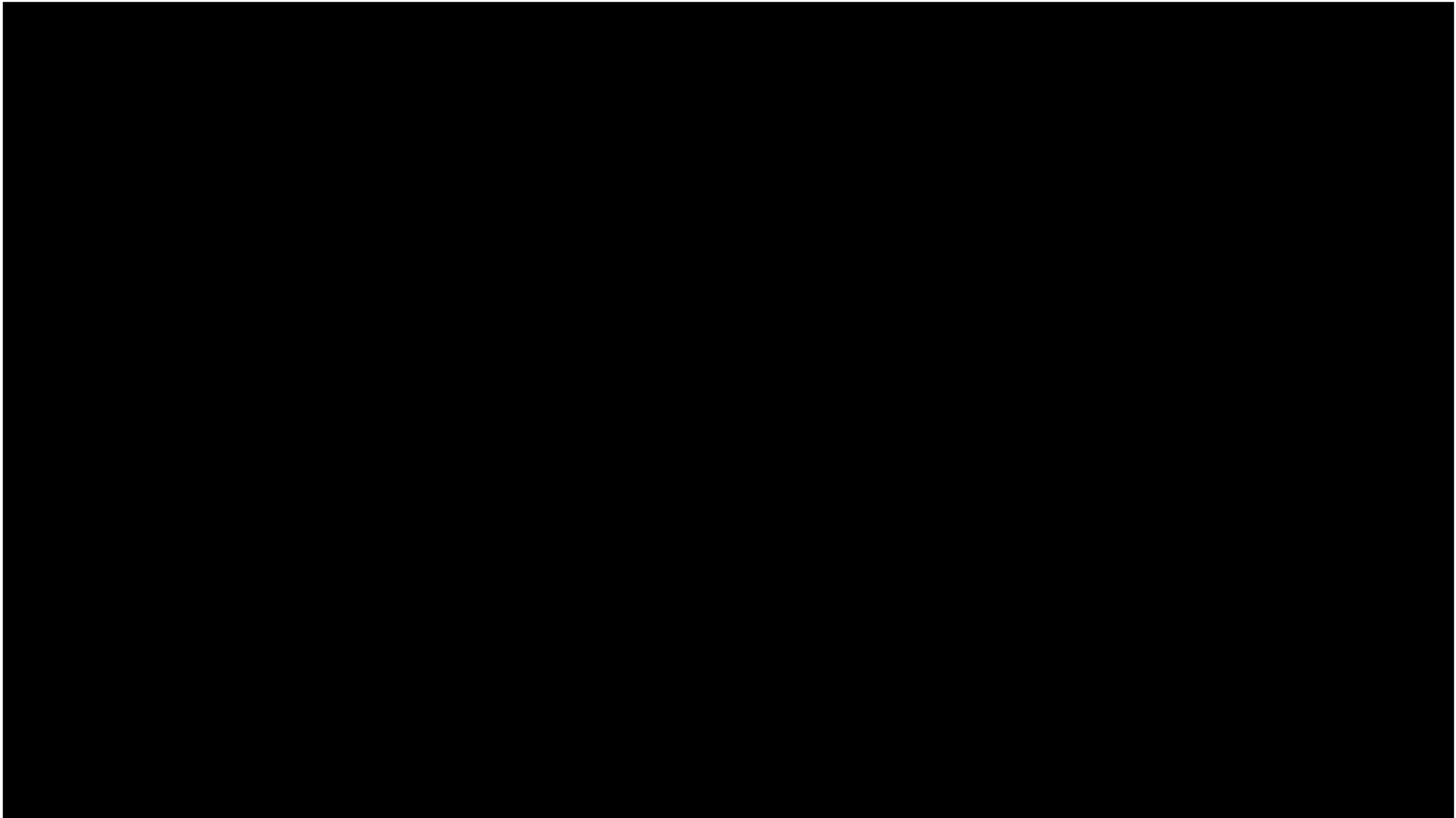
Housekeeping Technology





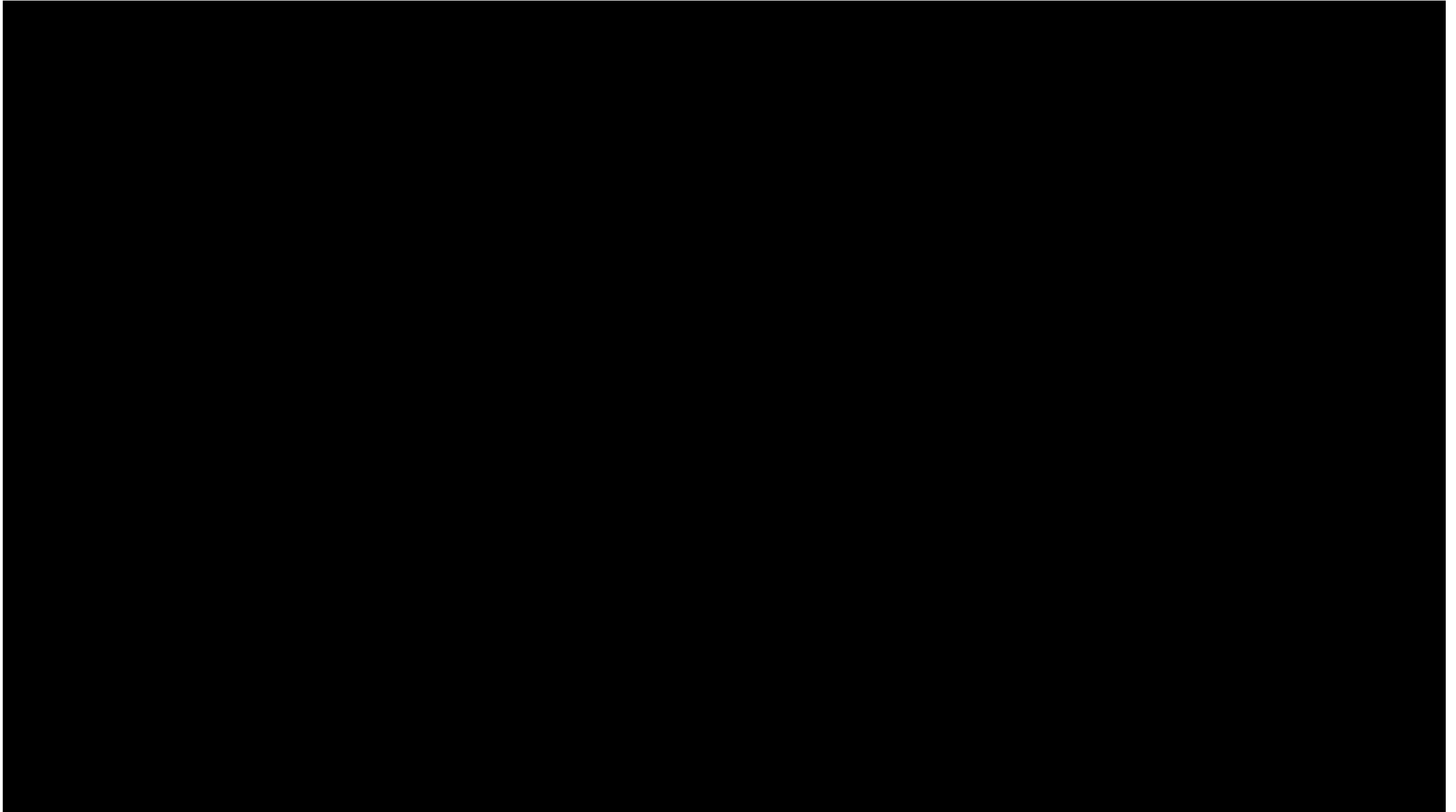
How is technology adapting housekeeping?

How is technology helping Housekeeping?





How is technology helping Housekeeping?



How technology is helping Housekeeping: Covid-19

How is technology helping Housekeeping?

Additional Housekeeping Technology resources?

<https://www.optisolutions.com/optii-keeper-2020>

<https://www.quore.com/products/cleanings-plus>

<https://purplecloudtech.com/housekeeping-management/>

<https://knowcross.com/know-housekeeping/>

[techtalk.travel - history hotel travel technology infographic](#)

Blog: <https://www.mews.com/blog/future-hotel-housekeeping>

Blog: <https://www.hoteliermagazine.com/housekeeping-is-being-slowly-transformed-by-technology/>



Any Questions?



Bed Bugs

Life Cycle of the Bed Bug

Cimex lectulaius



Egg
(1 mm long)



First Stage Larva
(1.5 mm long)
Takes blood meal then molts.



Second Stage Larva
(2 mm long)
Takes a blood meal then molts.



Third Stage Larva
(2.5 mm long)
Takes a blood meal then molts.



Fourth Stage Larva
(3 mm long)
Takes a blood meal then molts.



Fifth Stage Larva
(4.5 mm long)
Takes a blood meal then molts.



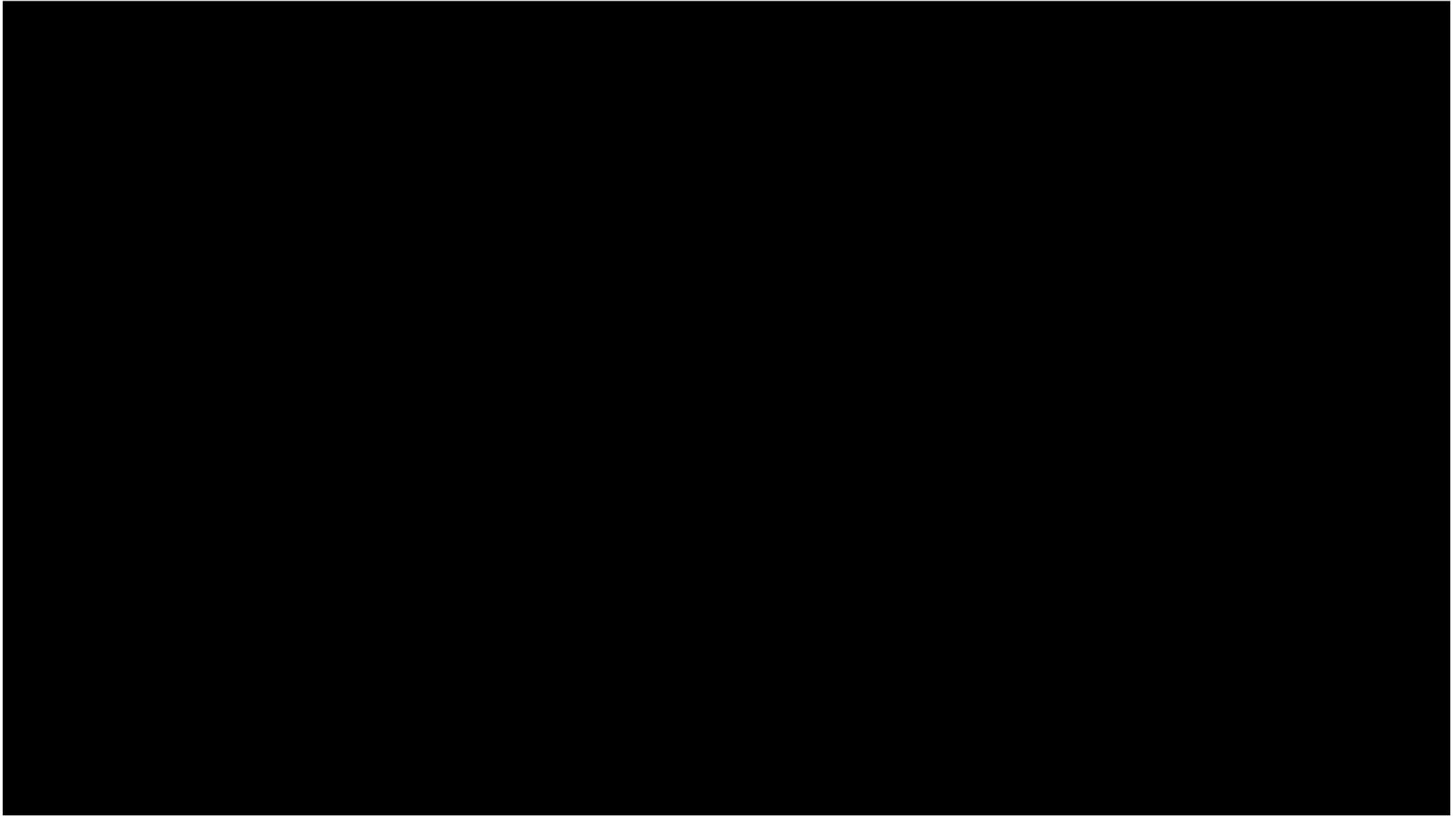
Adult
(5.5 mm long)
Takes repeated blood meals over several weeks.



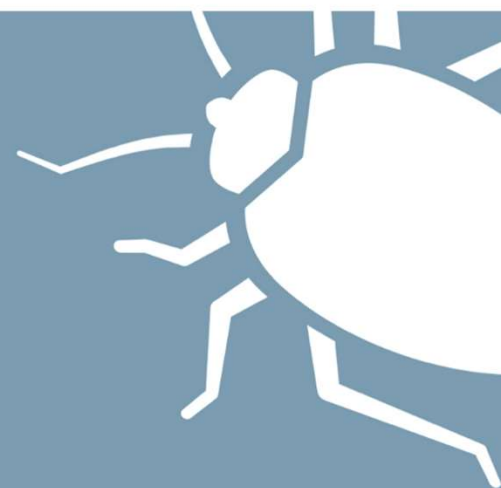
Adult Female
(6.5 mm long)
Females lay up to 5 eggs per day, continuously.

Bed Bugs

Bed Bugs



THE HOUSEKEEPING & MAINTENANCE GUIDE TO HOTEL BED BUG INSPECTION IN 5 EASY STEPS



WHAT TO LOOK FOR:

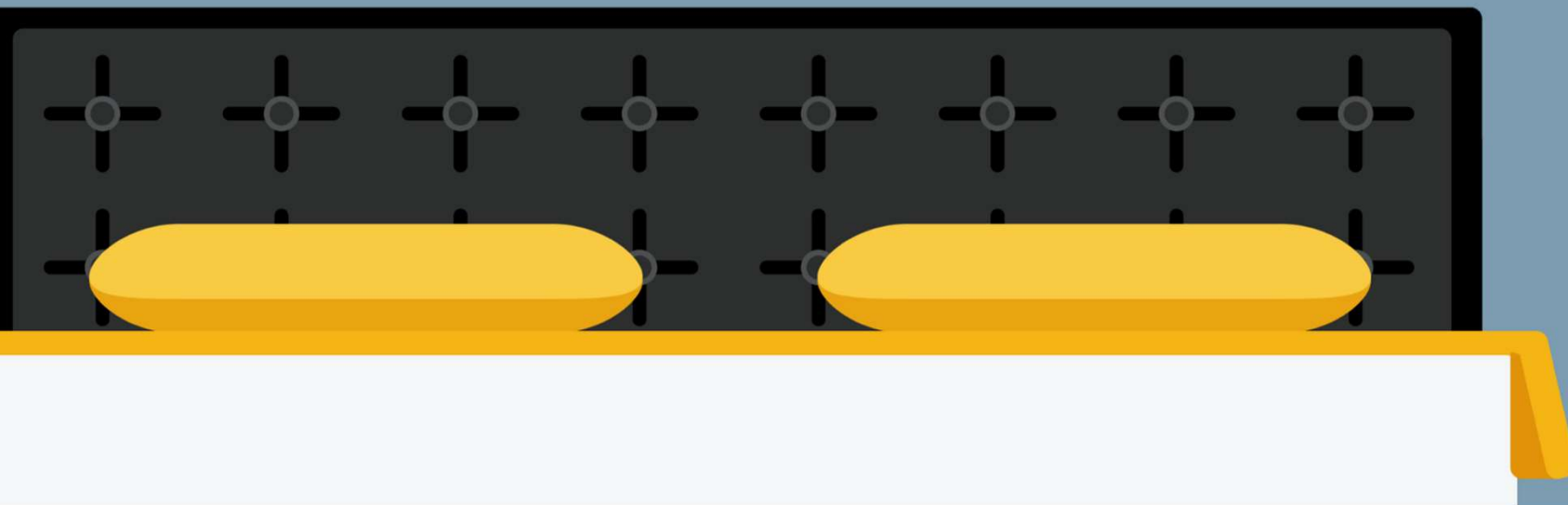
- LIVE BED BUGS
- SHED INSECT SKINS
- BLOOD SMEARS OR SPOTS ON SHEETS
- BLACK FECAL MARKS ON MATTRESS, BOX SPRING, OR HEADBOARD
- BED BUG EGGS (1MM, PEARLY WHITE)



#1 MATTRESS, BOX SPRING & BED FRAME:



- ALONG THE MATTRESS/BOXSPRING SEAMS
- AROUND ZIPPERS
- IN THE JOINTS OF THE FRAME
- ALONG THE RAILS OR SLATS
- UNDER THE MATTRESS
- IN THE CREVICES IN THE DESIGN OF THE FRAME/ HEADBOARD



#2 SOFAS, CHAIRS, PILLOWS, OTTOMANS & OTHER SEATING:

- ALONG THE SEAMS
- INSIDE CUSHION COVERS
- AROUND ZIPPERS
- UNDER REMOVABLE CUSHIONS
- IN FURNITURE CREVICES



#3 WARDROBES, DRESSERS & BASEBOARDS:

- WHERE FURNITURE, BASEBOARDS, AND CARPETS MEET THE WALL
- ALONG SEALS OF DOORS AND DRAWERS
- JOINTS OF THE FURNITURE
- IN CARPET PILE



#4 NIGHT STANDS AND WALL FIXTURES:

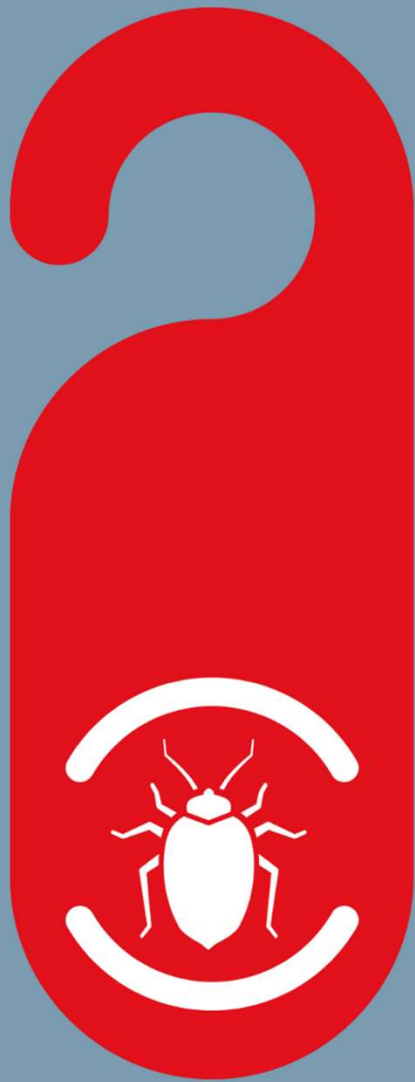
- AROUND
FIXTURES, DECOR,
LAMPS, AND OUTLETS
- PICTURE FRAMES
- ALONG CRACKS
AND CREVICES
- IN DRAWER
JOINTS



#5 CLOSET ITEMS:

- CHECK FOLD OUT LUGGAGE
STANDS WHERE THE WEBBING
WRAPS AROUND THE FRAME
- INSPECT CLOSET FLOOR FOR
LIVE OR DEAD INSECTS



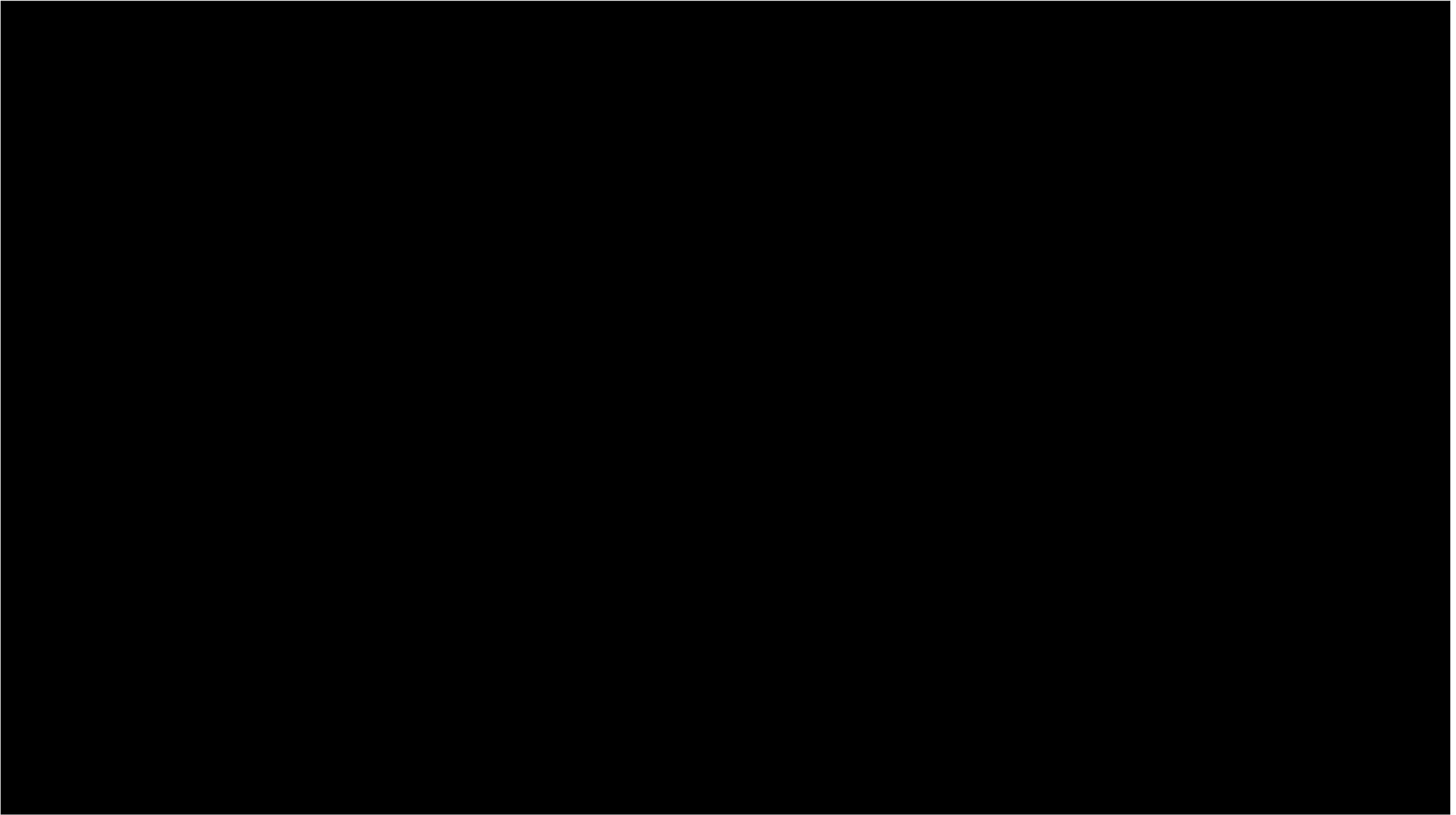


SUSPECT A BED BUG PROBLEM?

- MAKE NOTE OF THE ROOM NUMBER
- REPORT DETAILS OF WHAT YOU FOUND TO YOUR MANAGER
- NOTIFY THE HOTEL'S PEST CONTROL PROVIDER IMMEDIATELY
- REQUEST THAT THE PEST CONTROL PROVIDER INSPECT THE ROOM WHERE THE PROBLEM WAS FOUND, AS WELL AS ROOMS NEXT DOOR, ABOVE AND BELOW

The Experts in Pest Control

Bed Bugs



Any Questions?



Development Plan Creation



Steps to create a development plan:

1. Establish personal and career development goals
2. Establish work development needs
3. Develop an action plan
4. Reflect on efficacy and update the plan as required

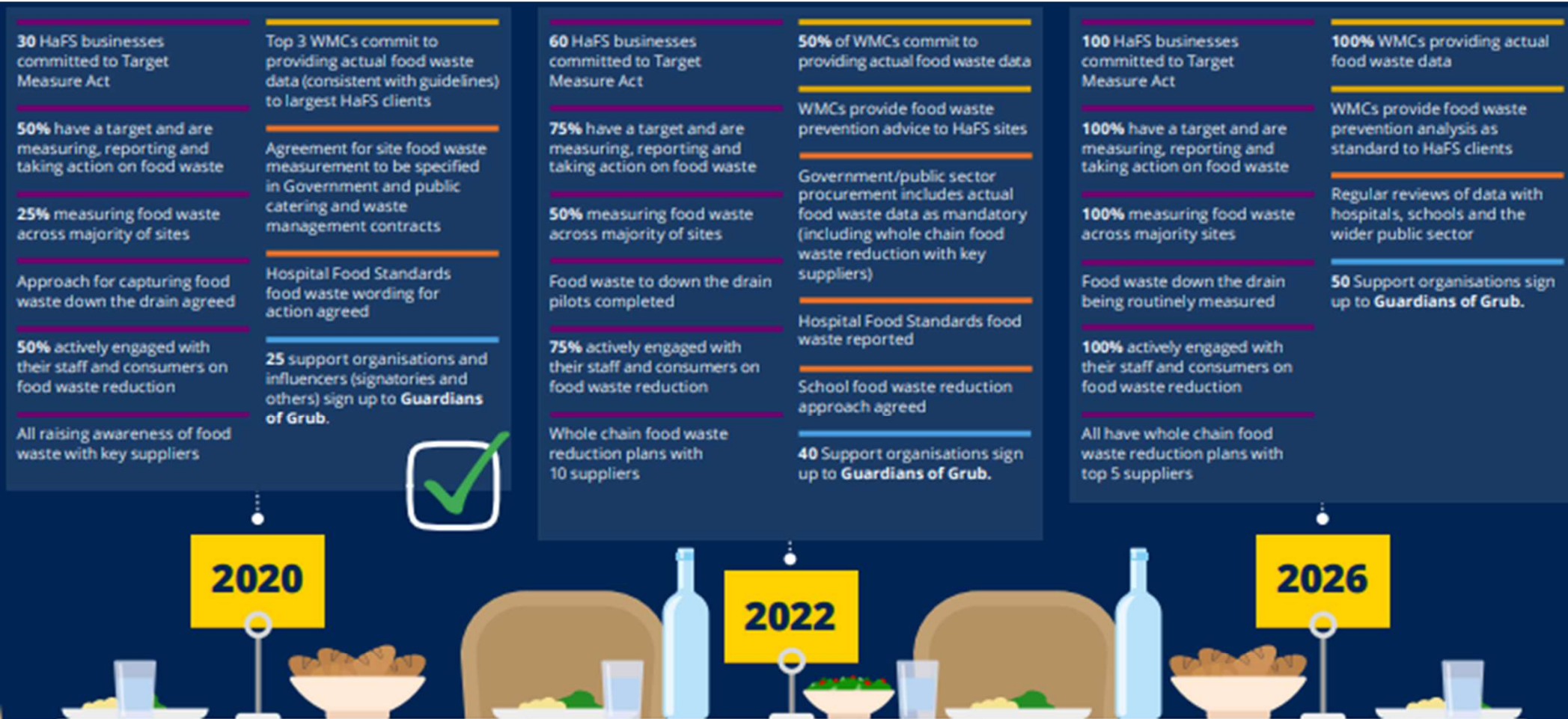
(Investor in People, 2022)

Development Plan Timeline

Week One	Week Two	Week Three	Week Four	Week Five	Week Six	Week Seven	Week Eight

Action Planning

Action plan example and application



Mentimeter Quiz

 Mentimeter

Instructions

Go to
www.menti.com

Enter the code
6227 2734



Or use QR code



Outcomes of the session



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Thank you for Today



I look forward to seeing you next week. If you have any questions in the meantime, please send an email l.blake@uwtsd.ac.uk.