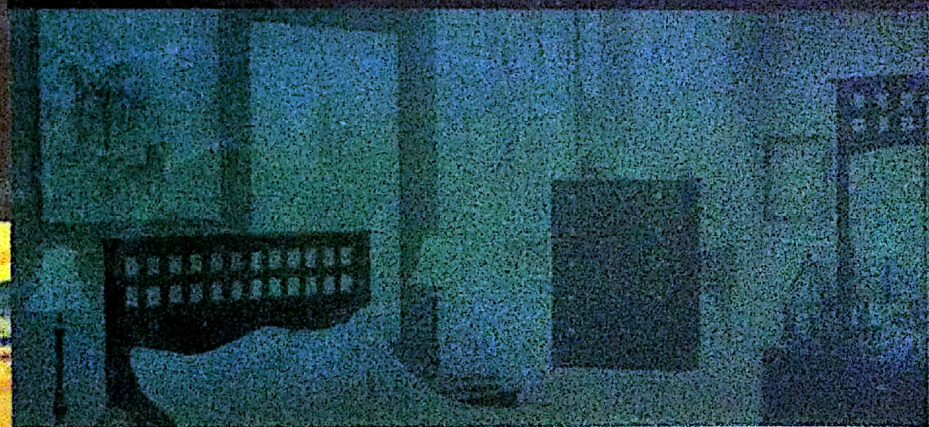


The McGraw-Hill Companies

TEXTBOOK OF

Hotel Housekeeping Management & Operations



SUDHIR ANDREWS

INTERNATIONAL EDITION

Textbook of Hotel Housekeeping Management and Operations

Sudhir Andrews

Consultant



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APPENDIX 2

Glossary

Accent	emphasis on strongly contrasting detail used to highlight a part of the design
Achromatic	arrangements devoid of colour using black, white and grays
Adjacent colours	two or three neighbouring colors on a colour wheel
Adjacent Room	Two rooms beside each other across the corridor
Adjoining Room	Two rooms that are either beside each other and/or have an interconnecting door
Airport Hotel	lodgings in the precincts of an airport
Alkalis	compound used to soften water
American Plan	a pricing plan that includes the room and all meals
Analogous colours	related hues lying adjacent on the colour wheel
Annual plants	plants that live for a year
Attendance	the process of recording those present
Balance	the actual and visual stability of a design
Bed & Breakfast	a pricing plan that includes a room and English breakfast
Bias	predisposition to an idea
Biennial plants	plants that live for two years
Bleaching	process of making white
Bluing	offsetting agent to make yellowed fabric white
Body Language	non-verbal messages conveyed by the body
Budget	a formal financial statement of anticipated revenues and expenses for a future period
Business Hotel	one that caters to the business and corporate traveller
Cabana	room with a sofa cum bed ideally situated beside swimming pools or beaches
Camp	a facility for those on treks
Caravan	mobile home

Carpet density	thickness of a carpet
Carpet height	length of carpet fibres
Carpet Pile	main finish of the carpet
Casino Hotel	one that provides accommodation and gaming facilities to a gambling public
Chalets	independent homes for lease found in Switzerland
Colour	a visual sensation dependent on light with emotional and cultural association
Communication	
Connecting Room	two rooms with an interconnecting door, ideal for a family getting in touch with candidates for interviews and tests
Contact	a pricing plan that includes a room and a Continental breakfast
Continental Plan	process of upgrading one's knowledge periodically
Continuous education	the communications center of housekeeping
Control Desk	one that is equipped to hold conventions
Convention Hotel	training of employees in other related job positions
Cross Training	loans taken by a business from their shareholders at a fixed interest rate
Debentures	fixed rate share of founders redeemed after they pay all ordinary and preferential shares
Deferred share	a luxury hotel
Deluxe Hotel	compounds or their combination used for cleaning
Detergents	the continuous improvement of the human capital
Development	hues that lie directly opposite on the colour wheel
Direct complimentary	an occupancy discrepancy between the floor supervisor's findings and the front office room rack
Discrepancy	
Discretionary	
Expenses	unexpected short-term expenses to serve a specific purpose
DND	A room sign that denotes " Do-not-Disturb"
Dominance	the emphasis of one part over another
Double Room	room with one king size double bed.
Double Suite	two rooms, one serving as a living cum dining area and the other with a double bed
Downtown Hotel	lodging located in the heart of a city
Duplex Suite	two suites on two floors with an interconnecting staircase
Education	learning that contributes to total life growth
Employment Agencies	public organizations that connect the unemployed population to recruiters

Empowerment	a management policy that encourages employees to manage their own performance to meet business goals
Enzymes	protein molecules in plants, animals and human beings that speed up chemical reactions
European Plan Executive Room	a pricing plan that includes room charges only room with additional features like internet connections, computer points, mini bars etc; specially designed for the business executive.
Executive Suite	suite specially fitted for business executives
Facility Planner	a person who designs floor layouts of service areas
Family Hotel	one that caters to families travelling together
Fibre	strands from natural, animal or synthetic sources from which textiles are made
Filaments	synthetic fibres of continuous length
Fixed Expenses	expenses that do not change with sales volume
Flat press	roller iron that presses flat linen
Floating Hotel	accommodation on a boat
Floriculture	production and use of flowers and foliage plants
Flower Shop	the place where fresh flowers are transformed into arrangements for the hotel and guests
Form	structural quality of an object or design
Formats	layouts of information
Forms	specific documents that drive action
Franchise	the license to use a brand name
Furnished Apartments	an extended stay property with studios to suites equipped with open kitchenettes
Government Houses	lodges built during the British Raj in India for travelling officials
Green House	the place where exotic plants are nurtured under certain climatic conditions
Greenhouse	shed where exotic plants are maintained at controlled climatic conditions
Group Hotel	one that serves a body of people of 15 members and above, travelling together
Harness	series of frames on loom on which lengthwise warps are mounted.
Head Hunting	process identifying talent in competition to attract for employment
Horticulture	branch of agriculture that specialises in fruits, vegetables, flowers and ornamental shrubs and trees
Hospice	traditional European lodging for travelling pilgrims
Hot Head Press	iron with a hot metal top surface

Housekeeper's Office	the main administrative centre of the department
Interior design	art of creating indoor areas that are attractive, comfortable and practical
Interpersonal	communication between two people
Interviews	face-to-face interface for the purpose of selection
Job Advertisements	job announcements in the media
Job Analysis	to define the broad elements of the job.
Job Description	written description of a job performed by a job holder
Job Description	a profile of duties and responsibilities in a job
Job Fairs	Gathering of recruiters and job seekers
Job Postings	announcement of vacancies in relevant notice boards
Job specification	profile of a person in terms of education, experience, skills and competencies to perform a job
Job Specification	a profile of the person to do a job
Junior Suite	room with a seating parlour and a bed
Just-in-Time	system of supply for immediate use thereby avoiding storage
Landscaping	science of designing and developing land for human enjoyment
Lateral Transfers	moving employees with similar jobs to other locations
Levels of abstraction	vagueness of a communication
Line functions	those functions for a good guest experience
Linen Room	the place where all house linen in circulation are stored and issued
Linoleum	flooring material made from linseed oil, ground cork or wood
Long-term plan	a plan for 3-5 years
Loom	framework on which textiles are woven
Lost & found	the section where misplaced guest belongings are stored
Macro-environment	external forces that influence a business
Management	is the effective utilization of given resources to achieve the enterprise's objectives
Management	
Contract	an association with an independent hotel owner to provide management expertise by a chain for a fee
Manpower Planning	the number and type of human resources to be employed and deployed
Master key	key that accesses all doors
Matels	automated hotels
Medium	channel of communicate
Medium	channel used to communicate a message
Meeting	a congregation of relevant people to discuss a subject/s
Memorandum	official written internal communication
Message	content of what has to be communicated

Micro-environment	internal forces that influence business
Mission	the intent of a business
Misters	hand-held equipment that sprays mist on indoor plants
Modified American Plan	a pricing plan that includes the room, breakfast, lunch or dinner
Monochromatic	tints, shades and tones of one colour
Motel	lodging located on the highway
Mulching	a composition of organic material to stifle weed growth
Multi-tasking	the ability to perform several related tasks
Near complimentary	two colours adjacent on the colour wheel
Networking	making contacts with other persons of use
Notices	official written announcements
Nursery	place where saplings are grown to maturity
Objectives	aspirations for achievement in the long and short-term
Olericulture	vegetable farming
Ordinary share	a share that earns a dividend and gives the right to vote
Organization Chart	a schematic depiction of relationships between jobs
Organization Structure	a framework that assigns responsibilities and channels of communications
Ornamental Horticulture	growing of shrubs, lawns and ornamental trees in landscapes
Paired complimentary	two hues that have one colour between them on a colour wheel combined with their opposites
Palace Hotel	a royal palace converted to a hotel
Palace on Wheels	unique railway lodging found in Rajasthan, India
Par Stock	minimum level of supplies required to meet daily demands
Parquet	wood tiles of maple or oak for flooring
Partnership	a business run by two to twenty individuals committed to a common objective
Partnership	joint financial association between a chain and an independent owner
Patio	inner courtyards open to the sky
People	the human resource
Perception	a selection from a total message of what a receiver wants to hear or see
Perennial plants	plants that live beyond two years
Perspective plan	a plan for 5-10 years
Physical Evidence	proof of claims

Polychromatic	many colours used together
Pomology	cultivation of shrubs, trees and vines for fruit
Preferential share	priority share at a fixed interest rate
Presentation	formal communication to a body of people who matter
Processes	methodology
Product	tangible good
Projection	interpretation of what one perceives based on past experiences
Promotion	advancing someone from a lower position to a higher one
Proportion	relation of one portion to another
Public Limited Co.	a business with multiple shareholders
Purchase Committee	body that deliberates upon and approves all purchases
Purchase Contract	document that confirms a purchase relationship with a supplier
Purchase Order	document issued by the purchase department confirming a purchase requirement
Purchase Specification	document that details the properties of a good
Purchasing	function of procuring goods from the market
Quad	room for four people fitted with twin beds and two roll-away beds
Queen	room with a queen-sized bed for single or double occupancy
Receiver	one who receives communication
Recruitment	process of getting qualified human resources for vacant positions
Reference checks	process of ascertaining a candidates work proficiency, character and teamwork from past associates
Report	studied document of proposals or action taken
Residential Hotel	two-room suites equipped with kitchenettes for extended stay travellers
Resort Hotel	lodging located at a place with a natural or man-made feature
Resources	tools available for doing business
Rhythm	visual movement achieved in design by repetition, gradation, variation or radiation
Room Sale	leasing of a room for occupation for 24 hours at a predetermined cost
Room Status	
Rotels	buses with sleeping accommodation
Sanatoria	hotels at health resorts
Saponification	methods used to make soaps
Scale	comparative size of individual parts to the whole and to the space around it
Scanty Baggage	a person with light luggage and can be a potential skipper
Screening	process of matching resumes with job specifications

Selection	process of choosing from eligible candidates
Semi-variable Expenses	expenses that is partly fixed and partly variable
Short-term (annual) plan	a plan for a year
Single Room	room with a single bed.
Single Suite	two rooms, one serving as a living cum dining area and another with a single bed
Skipper	a person who departs without paying his bills
Sole proprietor	a person who uses his own resources to set up a business
Sourcing	identifying suitable places to obtain qualified human resources
Split complimentary	two colours opposite on the colour wheel replacing those either side of the colour wheel
Sports Hostels	those located beside stadiums to serve sportspersons and officials
Spotter	person specialised in removing stains
Staff functions	those functions in a supportive role
Star-Rating	a rating set by state tourism departments to guided travellers on the minimum facilities they can expect
Steam Press	iron with a hot perforated metal top surface which feeds steam
Stock-taking	physical verification of stocks by counting to tally with accounting records
Strategic objectives	long-term goals
Studio:	room with a sofa cum bed.
Style	fashion, manner or custom of a certain period
Suburban Hotel	lodging located on the outskirts of a city
Suite Hotel	lodging with suites equipped with open kitchenettes for short duration travellers
Surfactants	active agents that break surface tension
Tactical objectives	short-term goals
Talent Bank	inventory of eligible "drop-in" candidates
Task List	a detailed documentation of duties and responsibilities.
Terrazzo	bound chips of marble for flooring
Testing	evaluation of a candidate's knowledge, skills and attitudes
Tetradic	every third colour on the colour wheel
Time card machines	equipment that records date and time on a time card
Time Cards	specially designed cards to record date and time by a time card machine
Tourist Huts	independent suite detached from the main hotel. They will be found in resorts for greater privacy and exclusivity. Some suites have kitchenettes.

Trainer	specialist who imparts training
Training Aids	equipment and accessories required to impart knowledge and skills
Training Methodology	the way information is imparted
Training	the learning process in which an employee acquires the knowledge, skills and attitudes that lead to changes in behavior to meet some performance objectives.
Transient Hotels	lodging that caters to short duration travellers
Triadic	every fourth colour on the colour wheel
Triplet	double room with one extra rollaway cot.
Tumbler	drying machine in the laundry
Turnaround Stock	the number of times linen and uniforms is stored above what is in use
Twin Room	room with two single beds.
Uniform Room	the place where all staff uniforms in circulation are stored and issued
Unity	a blending together of all parts when viewed as a whole
Valet	person who collects and returns guest laundry
Values	the set of behaviors required to achieve the mission
Variable Expenses	expenses that change with sales volume
Warp	lengthwise arrangement of fibres on a loom
Weeding	process of removing unwanted plants
Weft	crosswise arrangement of fibres on a loom
Youth Hostels	inexpensive lodging for the travelling youth

APPENDIX 3

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