

HOUSEKEEPING MANAGEMENT

Revised Edition 2010

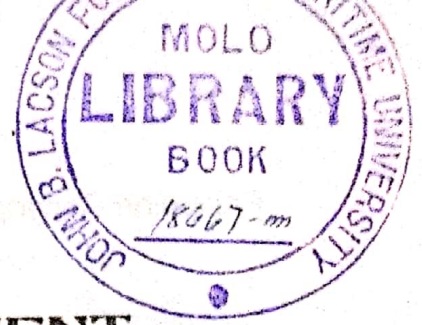


By:

Amelia Samson Roldan
Amelia Malapitan Crespo

G48
R744
2010
C-1

BSCSM



HOUSEKEEPING MANAGEMENT

Revised Edition 2010

A book for housekeeping practitioners, students, faculty, domestic housekeepers and anyone who wish to master the art of quality housekeeping and make it a career.

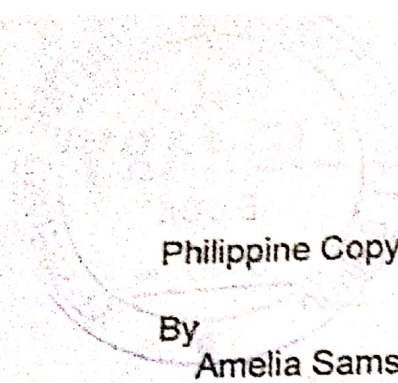
By

Amelia Samson Roldan &
Amelia Malapitan Crespo



A publication of
AR Skills Development & Management Services, Inc.
Year 2010

Paranaque City, Metro-Manila, Philippines



Philippine Copyright 2010

By

Amelia Samson Roldan
Amelia Malapitan Crespo

Published by
AR SKILLS DEVELOPMENT & MANAGEMENT SERVICES. INC.

Printed in the Philippines

For more information and orders, please contact:

AR Skills Development & Management Services Inc.
180 Maple Street, Maywood Village II, Paranaque City, Philippines
Telefax no. (02) 8244061
Cel no. 0917-8367678; 0922-8367680
Email address: arskills@yahoo.com or amysroldan@yahoo.com
Website: www.arskills.com

All rights reserved

No part of this book maybe reproduced or used in any form or by any means, including photocopying, recording, taping or information retrieval systems without the written permission of the publisher and the authors.

ISBN No. 978-9719419532

Library of Congress Cataloging Data
Roldan, Amelia S.
Crespo, Amelia M.

Housekeeping Management

TABLE OF CONTENTS

	TOPICS	PAGE
CHAPTER 1	ORGANIZING THE HOUSEKEEPING JOB	1
	Housekeeping – Definition, Importance	2
	Types of Housekeeping	3
	Housekeeping Organization	5
	Standards of Good Housekeeping	5
CHAPTER 2	PUBLIC AREA MAINTENANCE	9
	Job description of maintenance personnel	12
	Cleaning Equipment and Their Proper Usage	13
	Cleaning Tools, Supplies and Materials	19
	Cleaning Standards	21
	Floor Care, Cleaning and Maintenance	23
	Floor Cleaning Process- stripping, sealing, finishing	27
	Maintaining Floors- daily routine	29
	Floor Polishing	30
	Carpet Shampooing, Spot Removal,	32
	Carpet Extraction	33
	Care and Maintenance of the Different Types of Floors	43
	Bathroom and Toilet Cleaning	47
	Furniture Cleaning, Care and Maintenance	50
	Window Cleaning	55
	Cleaning the Living and Dining Room and Offices	57
The 5”S’s of Good Housekeeping	57	
CHAPTER 3	GUESTROOM CLEANING AND MAINTENANCE	66
	Work distribution; duties of Rooms Maintenance Staff	69
	Nature and Scope of Rooms Maintenance	70
	Classification of Guestrooms	72
	Types of beds	73
	Room Status	74
	List of Standard Room Amenities	80
	Installation and Set up of Room Amenities	84
	Various Forms and Documents Installed in Guestrooms	89
	Preparations for Quality Rooms keeping	91
	Conducting a Room Check	93
	Room Make up Procedures	94
	Making up a Bed	101
	Night Service and Turn Down of Beds	102
	Inspecting a Vacant, Check out Rooms	105
Dusting of Furniture and Fixtures	106	
Replenishment and Maintenance of Bed Linen	108	
Selection and Care of Bed Linen	108	

Handling Lost and Found Items	108
Handling of Room Keys	110
Issuance of Requested items	112
Accomplishing Productivity and Consumption Report	113
Mini Bar in Guestrooms Set up and Control	114
Replenishment and Requisition of Mini Bar Items	115
Preparing Daily Sales Summary Report	118
Inventory of Mini Bar	120
CHAPTER 4 LINEN AND LAUNDRY SERVICE	
Distribution of Laundry Responsibilities	124
Laundry Equipment	128
Procedures for Processing Guest Laundry	129
Segregation and Tagging of Guest laundry	132
Sorting- Marking Procedures for Unprocessed Items	133
Washing Procedures	134
Brief Summary of the Basic Wash Steps	136
Drying with Dryers	137
Recording and Delivery of Laundry Items	137
CHAPTER 5 SANITATION IN HOUSEKEEPING OPERATIONS	
What is Sanitation?	139
Prevention of Bacterial Contamination	140
Garbage and Refuse Management	142
Garbage Storage and Disposal	143
Recycling and Segregation of Waste	144
Pest Control, General Control Measures	145
Fumigation, Use of Pest Control Chemicals/ Equipment	148
CHAPTER 6 HOUSEKEEPING MANAGEMENT	
Responsibilities of a Housekeeping Manager	151
Budget Preparation	152
Establishing par Stock	154
Monitoring Consumption vs. Budget	156
Estimating Manpower Requirements	158
Reports and Documents to be Prepared	159
Elements of Effective Monitoring	164
Areas for Monitoring	165
Monitoring Tools	166
Monitoring Productivity of Housekeeping Staff	167
Tool for Inspection- Rooms and Public Areas	168
5 S'S Monitoring Guide	171
Materials Control - Controlling cost of Supplies	181
Prevention of Losses of Material Assets	182
Control of Purchases and Issuances	183
Conducting a Physical Inventory	186

Perpetual Inventory & Inventory Reconciliation	187
------------------------------------------------	-----

CHAPTER 7 SAFETY AND SECURITY IN HOUSEKEEPING

General Safety and Security Measures for Guests	191
Key Handling and Control	194
Fire Safety- Prevention and Control	196
Safety Tips at Home	198
Prevention of Accidents	201
Moving and Lifting Objects	202
Handling Chemicals and Pathogens	203
First Aid	203
Security Tips	204

HOUSEKEEPING FORMS

	<u>Page</u>
2.1 Accomplishment Report of Houseman	41
2.2 5'S's Assessment Form	62
3.1 Lost and Found Receipt	109
3.2 Control Form for Borrowed Items	112
3.3 Room boy's Productivity and Consumption Report	113
3.4 Mini Bar Requisition	116
3.5 Mini Bar Sales Voucher	117
3.6 Daily Mini Bar Consumption/ Sales report	119
3.7 Mini Bar Spoilage Report	120
3.8 Mini Bar Losses and Damages Report	120
3.9. Mini Bar Physical Inventory Sheet	121
3.10 Mini Bar Inventory Variance Report	121
4.1 Laundry Damage Advice	129
4.2 Laundry Voucher	131
6.1 Budget Variance Record	157
6.2 Receiving Record	157
6.3 Room Status Report	161
6.4 Losses and Damages Report	162
6.5 Maintenance Order Form	163
6.6 Key Endorsement Form	163
6.7 Productivity Analysis for Room Attendants	167
6.8 Inspection Checklist - Rooms Maintenance	168
6.9 5S'S Monitoring Guide	171
6.10 Inspection Checklist -Public Area Maintenance	178
6.11 Housekeeping Audit Form	179
6.12 Purchase Request- Housekeeping Supplies	182
6.13 Daily/ Weekly Consumption Report	184
6.14 Stock Requisition and Issuance Form	185
6.15 Inventory Count Sheet	187
6.16 Storeroom Bin Card	188
6.17 Stock Inventory Variance Report	189