HOUSEKEEPING - Operations Policy Overview:

SERVICES and STANDARD of DELIVERY

Effective procedures must be implemented and maintained to the level of service and product as articulated in the properties mission and positing statements.

It is the primary responsibility of the Housekeeping Department to keep our guest rooms and public areas at a high standard of cleanliness and readiness to accept our guests. In pursuit of this objective, the Housekeeper is required to develop procedures and processes and actively participate in the improvement and management of the following areas;

EMPLOYEE SAFETY

The Housekeeper will observe all of the requirements to protect the health and safety of the work force and will encourage feedback and participation from staff in making their workplace and processes as safe as possible.

GUEST ROOMS.

Must always be clean to a high standard. (staffing allocations and commitment to training)
Must be kept well maintained. (close co-operation with the maintenance department).
Always available for our guests. (strong commitment to room and staffing allocations).
Guest privacy must be observed. (DND and procedure for entering guest rooms).
Attention to detail and a desire amongst all of the team to serve our guests.
Close supervision on the floor and inspection of rooms.

LAUNDRY

The provision of laundry services for;
House Laundry (e.g. guest room sheets, F&B table napkins etc.)
Staff Uniforms.
Guest Personal Laundry and Dry Cleaning.
Ensure that stocks are efficiently managed, our staff always have their uniforms available, laundering and dry cleaning are conducted to a high standard and that our guests are happy with the services.

LOST PROPERTY

Procedures that align with the hotels overall Lost and Found process, incorporating the immediate recording of items and with dual sign off in the appropriate register/log book.
All items immediately put into locked security.
All issuance of the found goods to be in strict accordance with the hotels policy as issues by the Financial Controller.

MEETINGS

The Housekeeper will ensure their presence at all meetings to which they are schedule or invited to attend and shall give open and honest feedback in all such meetings, whether they be Department Head meetings, Wok Place Safety or whatever.

PURCHASING

In line with the hotels relevant Finance Policy, incorporating the need for competitive pricing, minimum three quotes, dual sign off requirement adhered to, proper recording, tracking and accounting for expenses and commitments against budget and current and forecast business volumes.

REPAIRS & MAINTENANCE

To be able to update your operating procedures, and to manage the training and performance evaluation of your staff in an efficient environment, you need to consider signing on to the TrainingScope system. visit the Contact Us page at www.TrainingScope.com
A system that provides for identifying, reporting, actioning and tracking through to successful completion in a process that is well documented and fail safe; and must contain a process for identifying and escalating important issues.

REPORTING

Ensure effective and timely reporting in both directions. i.e. out of the department to other departments that require or will benefit from your activity reporting, and inward to Housekeeping to ensure that you and your team are receiving the information required to optimize your input to the hotel team effort and the overall positive guest experience.

ROSTERING

All rosters prepared in accordance with staffing guides and forecast occupancy. Rostering is completed weekly and reviewed daily against the weekly/daily forecast occupancies received from the Reservations/Front Office and with regard to the labour contract.

STAFF ORIENTATION

All staff are to attend the Department Orientation before commencing duties and in line with HR policy. If through circumstance there is a delay in getting to the orientation then, until orientation is completed for the employee, the employee must have a nominated buddy employee assigned to them. The nominated buddy must be totally familiar with all work place safety, emergency and evacuation procedures. The Housekeeping Supervisor must test the employee before they commence day two in the work place and be confident of the employees knowledge of the procedures before allowing them to continue working. In no circumstance is an employee to continue work after five working days without completing the full Department orientation. The employee will be continued to be paid as is they had completed their daily work.

STOCK CONTROL

A system based on the maintenance of par stock and which is secure from theft, fraud and accidental loss. Inherent in the processes will be a robust stocktaking system operating on a minimum frequency of one month and incorporating random mini stock takes at irregular intervals. Strict adherence to the Purchasing Policy and to the Goods/Services Receiving Policy as dictated by the Financial Controller.

TIME SHEETS

Comply with the sign in/sign out and other time recording procedures issued by the Human Resource Department and be responsible for the honesty, accuracy and timely provision of the time sheets to the Personnel/Payroll section as required. Review actual timesheets against the weekly roster to identify/fix potential problems

USE of CHEMICALS

The Housekeeper will ensure that procedures are in place and fully understood and practiced by all housekeeping staff, for the handling of chemicals. This will include procedures for identifying, storing, requisitioning and using chemicals of all descriptions as part of housekeeping duties. Procedures and training in responding to chemical accidents will form an important part of staff training. The Housekeeper will also liaise closely with Stewarding to ensure sharing of knowledge and the chemicals themselves in order to minimize the carrying costs of chemicals as well as avoiding shortage situations.

STAFF HONESTY and INTEGRITY

To be able to update your operating procedures, and to manage the training and performance evaluation of your staff in an efficient environment, you need to consider signing on to the TrainingScope system. visit the Contact Us page at www.TrainingScope.com
Ensure training and commitment that lessens the likelihood of theft and pilfering. At the same time, back up the process with a strong commitment carefully monitor activity and to vigorously pursue miscreants in conjunction with security and HR so that there is a clear message that dishonesty is not to be tolerated.