

Unit-1

Housekeeping supervision

Objective

Important of Inspection.

Method of delegation

Main points

- Guest room inspection.
- Delegation of work.
- Tangible & Intangible

- **GUEST ROOM INSPECTION**

- It is done by supervisors.
- Helps in catching those areas which have been overlooked.
- Inspection is done in check out rooms that have been cleaned.
- Inspection is also done in vacant clear rooms, occupied rooms .
- Informs about the condition of room i.e. furniture, ceiling, upholstery, walls etc.
- WHITE RAGGING is the most common method used during inspection.

INSPECTION CHECKLIST

- Inspection checklist is a document kept in the possession of supervisor.
- The more detailed the checklists, the more thorough is the inspection & hence the standards of cleaning.
- **DIRTY DOZEN** is also a type of checklist.
- **QUICK SIX INSPECTIONS:** This includes inspection of CREDENZA, NIGHTSTAND, BED LINEN, VANITY WALL, SHOWER WALL, TOILET.

CREDENZA & NIGHT STAND

- **CREDENZA:** Check the carpet behind the credenza for dust, trash.
- **NIGHT STAND:** Check the area between bedside table & bed for dust, cigarette butts etc. This area is hidden by the bedspread & visible when bedspread is removed.



BED LINEN & VANITY WALL

- **BED LINEN** : Check for wrinkles, stains, holes or torn sheets, properly tucked or not, for hairs etc.
- **VANITY WALL**: Check cleanliness of wall near waste basket. The wall may have dirt or splashed with soap, water which comes in a direct view of guest



SHOWER WALL, TOILET

- **SHOWER WALL:** Hard to reach & the hand glides when rubbed across due to accumulation of white soap residue.
- **TOILET :** Check the scrubbing of w/c. Make a q tip of tissue paper and rub under the rim of w/c to check the cleanliness.



DELEGATION

- By **delegation** we mean authorizing subordinates to make certain decisions.
- It means passing authority to someone who will act on behalf of the manager.
- Only the authority can be delegated and not the responsibility.
- The person being delegated is accountable but ultimately the responsibility lies with the manager delegating.
- Hence the manager will be fully responsible for the acts & decision taken by his subordinates to whom he has delegated.

METHODS OF DELEGATION

- **BY RESULTS EXPECTED:** The manager simply finds out & calculates the results when a job has been done completely.
- **BY SETTING PERFORMANCE STANDARDS:** The manager can give different performance ratings when a job has been done . For e.g. INSPECTION CHECKLIST. The manager can declare the performance to be SATISFACTORY when all conditions of the checklist are met.
- **BY ESTABLISHING S.O.P.'s:** The S.O.P. indicate the manner & procedure in which the tasks have to be done. It also indicates who will do, how & what has to be done to complete a task. Hence there is a delegation of appropriate tasks to people.

REASONS FOR NOT DELEGATING

- **A manager is not able to understand his role.**
- 1) Newly appointed managers or promoted.
- 2) Little expertise or no expertise in new role
- 3) No training given before giving new position

- **Some managers love to perform the job physically.**
- 1) Manager performs work physically
- 2) He willnot be able to take management decisions.

REASONS FOR NOT DELEGATING

- **In-competant managers fear that they will be outperformed by others.**
- 1) Manager's ability is in getting things done rather than doing work by himself.
- 2) Fear factor in mind that he will be outperformed by others & their incompetence magnified.
- **Some managers feel delegation depends on the situation.**

REASONS FOR NOT DELEGATING

- **LACK OF CONFIDENCE IN THE EMPLOYEES HENCE A FEELING THAT IF HE DOESNOT DO THE WORK HIMSELF ,THE WORK WILL NOT BE DONE PROPERLY.**

TANGIBLES VS. INTANGIBLES

- **TANGIBLE** is something you can see, touch or feel--others get a full view of these items.
- **INTANGIBLE** is not anything you can see, touch or feel It is a concept, an idea, a but nothing that you can physically see

Review

- Guest room inspection.
- Delegation of work
- Tangibles vs. Intangibles

Exercise

Write short note on:

1. Inspection
 2. checklist
 3. white ragging
 4. quick six inspection
 5. dirty dozen.
2. What are methods of delegation of work?

▪

Thank you

<https://www.facebook.com/GautamKumar61>

YOUR CAREER

YOUR FUTURE

YOUR ABILITY

YOUR SUCCESS

YOUR DREAMS

0 7830294949

Gautam Singh , Hospitality Trainer , 07830294949