

2017-18

# Housekeeping

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## SECTION - A

(1)

1.

Ans 1.)

A key card is a small plastic card, sometimes used instead of a door key in Hotel, bearing magnetically encoded data that can be read and processed by an electronic device is known as key card.

2.) Crib :- A small bed for a baby or young child with high bars around the sides so that the child cannot fall out is known as crib.

3.) Valant room :- The room has been cleaned and inspected and is ready for an arriving guest. The room cannot be assigned to a guest is called Valant room in Hotel.

4.) Overstay :- A guest who remains at the property after his or her stated departure date. It is known as overstay in Hotel.

5.) Cabana room :- A Cabana is a small, but sometimes portable changing room near a swimming pool or beach. A traditional Cabana is



dent that can be moved one spot to another spot is known as Cabana room.

6) Housekeeping report: It is essential component of any property management system is a Housekeeping report. Providing details on room status, room notes, and current guests, this report is crucial for communicating Housekeeping information at a property with numerous rooms & employees that is Housekeeping report.

7) Discrepancy Report: The discrepancy report is an evaluation of a single or multiple ASN. 1 files, looking for suspicious annotation or annotation discrepancies that NCBI staff has noticed. Commonly occur is genome submissions, both complete & incomplete is known as discrepancy report.

The discrepancy report indicate's issues with the occupancy status of a room, & should be printed



& given to the front desk (3)

8.) Inspection: The meaning of Inspection is careful examination. The Travel Industry dictionary defines a hotel site inspection as a visit to a hotel property or other establishment for the purpose of evaluation. The site inspection check-list can vary from venue to venue & will be inspired by standards & facilities required for your event.

9.) Room transfer - Implementation of room changes should be done in accordance with accurate information obtain from guest's, clear communication between related departments & procedures applicable to room change request must be recorded on a GIF with reason. Assuring dissatisfaction with the existing room & as relevant, guest preferences updated immediately is known as Room transfer.

10.) WLAN - Wireless lan is a wireless computer network that links



Two or more devices using wireless communication to form a local area network within a limited area, such as front desk is called WLAN.

## SECTION B

2) The hotel guest room key is normally issued to open only one room for which it was intended viz. individualized key for each lock. The various type of key used in hotel.

- Master Key
- Guest Room Key
- Grand master
- Emergency key
- Floor Supervisor Key

• Master Key - A master key is designed to open a set of several lock. These locks also have keys which are specific to each one (the change key) & cannot open any of the other in the set. Locks which have master keys have a second set of



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of the mechanisms used to open them is identical to all of the others in the set of locks.

- Grand master key: Key operates all locks in the hotel including laundry & linen rooms.
- Emergency key: The emergency key opens all guestroom doors, even when they are double locked.
- Floor supervisor's master key: Key operates all sections on the floor supervised by the particular supervisor.
- Guest room key: are those key which is issued to the guest. For the open or lock his room is known as guest room key.

3. format of Handover record.

## Employee Handover Form

Employee name: | Emp no | Dept:

Job title :

Reason for :  vacation  Transfer

Work Hando:-  end of Employee  other

Taken over by:- | Emp No.

Any task which are pending under progress at time of handover.

S.No

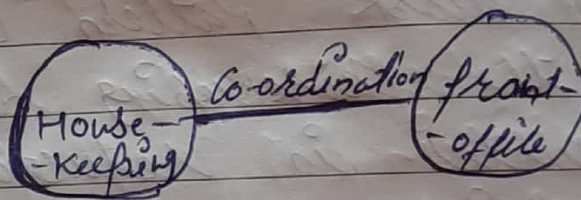
Tasks

Status



(7)

4.) Co-ordination between Housekeeping & front office. Both department must inform each other about the changes in room status. General guest request like extra towels are conveyed to housekeeping. Scanty baggage guests should be informed to the housekeeping so that they can be tracked.



5.) Housekeeping services in a hotel is entrusted with maintaining a ~~high~~ hygienic and clean environment. A decade ago, staff were involved in completing the paper work after their assigned job. Room checklist, lost & found, discrepancy report, vacant, dirty & occupied cabin list etc were mandatory & was noted down manually. House-keeping department has large number of staff working right from



the executive Housekeeper to housemen, everyone was responsible to finish their respective paper work. Most of the vacant space in the department was occupied by these paper sheet in the folder & were maintained for future references. However, technology has improved the work efficiency & eliminates most of the time consuming work in the Housekeeping department with development in technology the work pattern change a lot in the Housekeeping department, which resulted in reduction of manpower and time.

### 6.) The procedure of lost and found.

- An item left behind by guest either in the room or in public area identified by any staff & brought under the notice of Housekeeping is termed as lost & found item.
- The lost item must be secured in a locked closet or area that has highly restricted access.



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- employees are instructed to bring items to lost & found area, with valuables receiving immediate attention.

- items should be put in a plastic bag noting the serial number from the register, plate found, date, name of the person found the item etc.

- send email to the guest to notify the guest about the lost item.

- when guest calls up the hotel do ask about the lost item. The person who maintain the lost & found register should revert to the call.

- once the item is sent to the guest / collect by the guest authorized person an appropriate entry to be made on the system.



## Section 1 C

7.) There are several common types of keycards in use like:

- include mechanical hollow backcode
- magnetic stripe
- chips embedded cards,
- Smart Card etc
- Gift, shop Common Plastic Card key used in hotel.

\* The advantage of Plastic card key :-

- A relatively low cost to maintain & upkeep them by business
- The ability to replace them easily without the need to replace doors.
- The ability to program one or more cards depending on how many are needed for you soon.
- The ability to hide them easily into a wallet or back pocket
- The ability to improve security by making out past hotel keycards,



whereas for previous keys could have been lost or altered.

8.) At the time of reservations guest may make special requests to make their stay more comfortable. The guest requests can be from the usual to the bizarre. The reservation agent must be frank if a guest request cannot be made or is against the policy of the hotel.

Special Guest Requests.

Arrival	Room
• Hotel Coach	• extra pillow
• early arrival	• Adjacent room location
• welcome drinks	• full bar
• Services	• billing
• Safety deposit facility	• late departure
• baby-sitting chair	



## \* Unusual guest requests

- escort service for singles
  - ticket for local event.
  - permission to keep arms
  - special meal for guests.
  - preacher of a faith
  - special TV channels etc
- So, these are the some guest request in the Hotel.

## 9.) The various types of records maintained by the Housekeeping department.

- Register for guest massage
- baby sitting register
- log book
- lost & found register
- key control register
- memo book
- maintenance registers.

- Register for guest massage. This register keeps all the special massages of the entire guest.



- baby sitting registers! The housekeeper provide baby sitting normally request for this service is filled up in this & appropriate service is giving.
- log book! it has the instructions given to the staff's of the next shift are write.
- lost & found registers! In housekeeping office records of all the lost & found registered.
- Key Control register! This is one of the most important at Housekeeping Control Dept.
- Memo book! This contain the records of all the pending maintenance work.
- Maintenance registers! is used for recording all the maintenance work required in a room & public area.