

# UNIT 1

## Introduction to in Hospitality

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## Housekeeping





# Introduction to Housekeeping in Hospitality

- I. History of Hospitality industry.**
- II. Types of hotels.**
- III. Hotel organization charge.**
- IV. Housekeeping role in Hotel operations.**

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# **I. History of Hospitality industry.**

- **Before 1282, “Give and take” philosophy.**
- **In 1282, With the purpose of turning hospitality into a bussiness, the first association of hoteliers in the world organised in Florence, Italy.**
- **1925. the first Motel opened in San Louis Obispo \_ California. (Now)**
- **1950. Motor Hotel.**





# I. History of Hospitality industry. (cont.)

- 1960s Airport Hotel become more and more common.
- 1970s Resort and Health spas, all suite hotels.
- 2000. Star cruiseses.
- 2005. Space travel.
- and now ...





**Motel**



**Resort**

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## II. Types of hotels. (cont.)

**Some of the categories used to classify hotels are Location, Rate, Markets, Chains affiliation, Size, Franchise, Service levels...**

**Depend on levels of service. We can classified in term of three basic service level categories.**

- Economy / Limited service hotel.
- Mid \_ Range service hotel.
- World class service hotel.

## II. Types of hotels. (cont.)

### Economy / Limited service hotels.

...Basic need of guest by providing cleaning, comfortable, inexpensive rooms. Not provide full food and beverage...



## II. Types of hotels. (cont.)

### Mid range service hotels.

The largest segment of traveling public. Offer uniform service, Airport limousine service, special restaurant, coffee shop and Lounge that cater to local residents as well as to hotel guests. Management team consist of GM, and Department Managers...

## II. Types of hotels. (cont.)

### World class service hotels (Luxury hotels).

...Upscale restaurants and lounge, Concierge service, Private dining facilities. Turning down service...

Some mid range service hotel may dedicate certain floor (usually top floor) of the hotel to world class service (Executive floors).



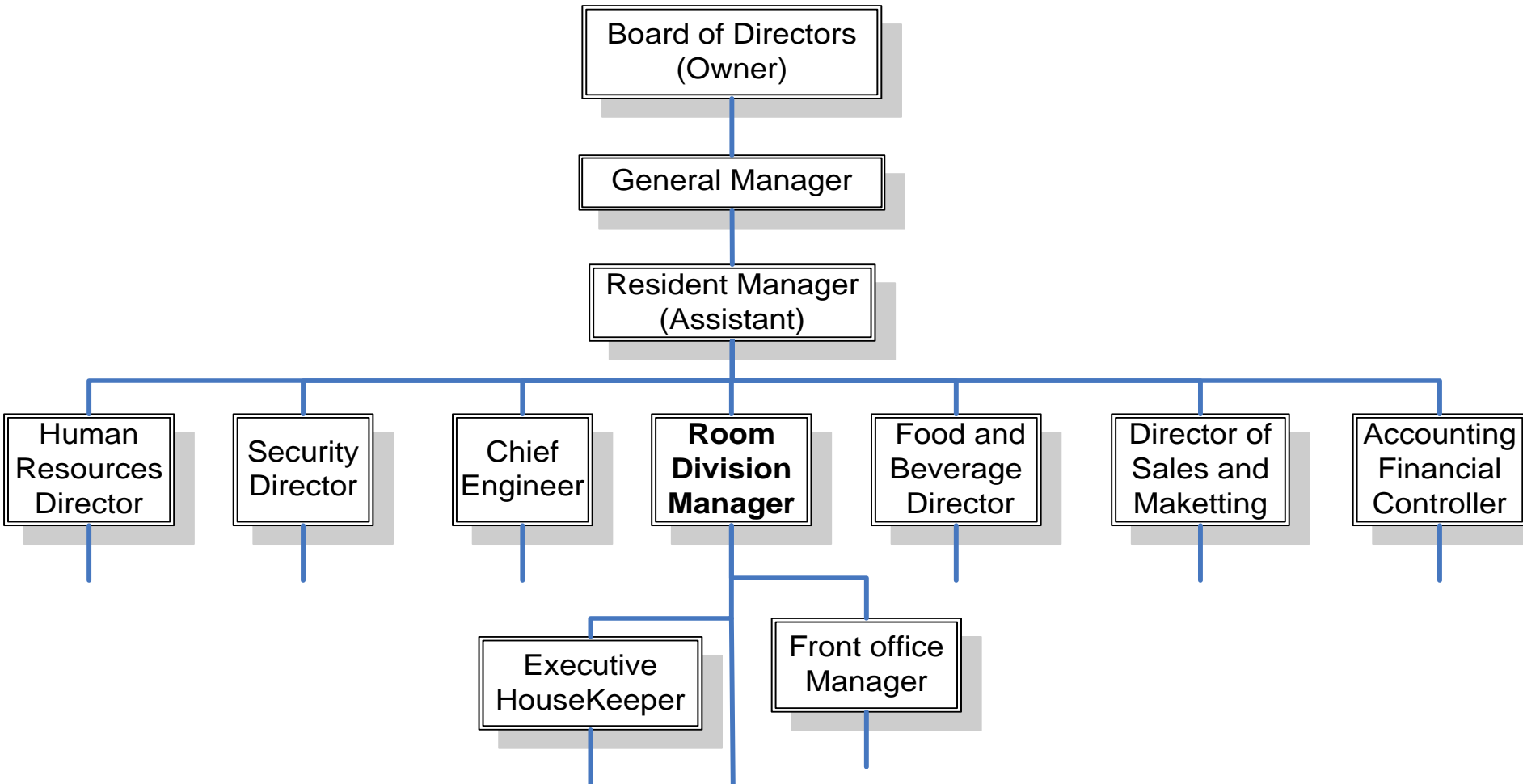


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# III. Hotel organization charge.

## Organization chart



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# IV. Housekeeping role in Hotel operations.

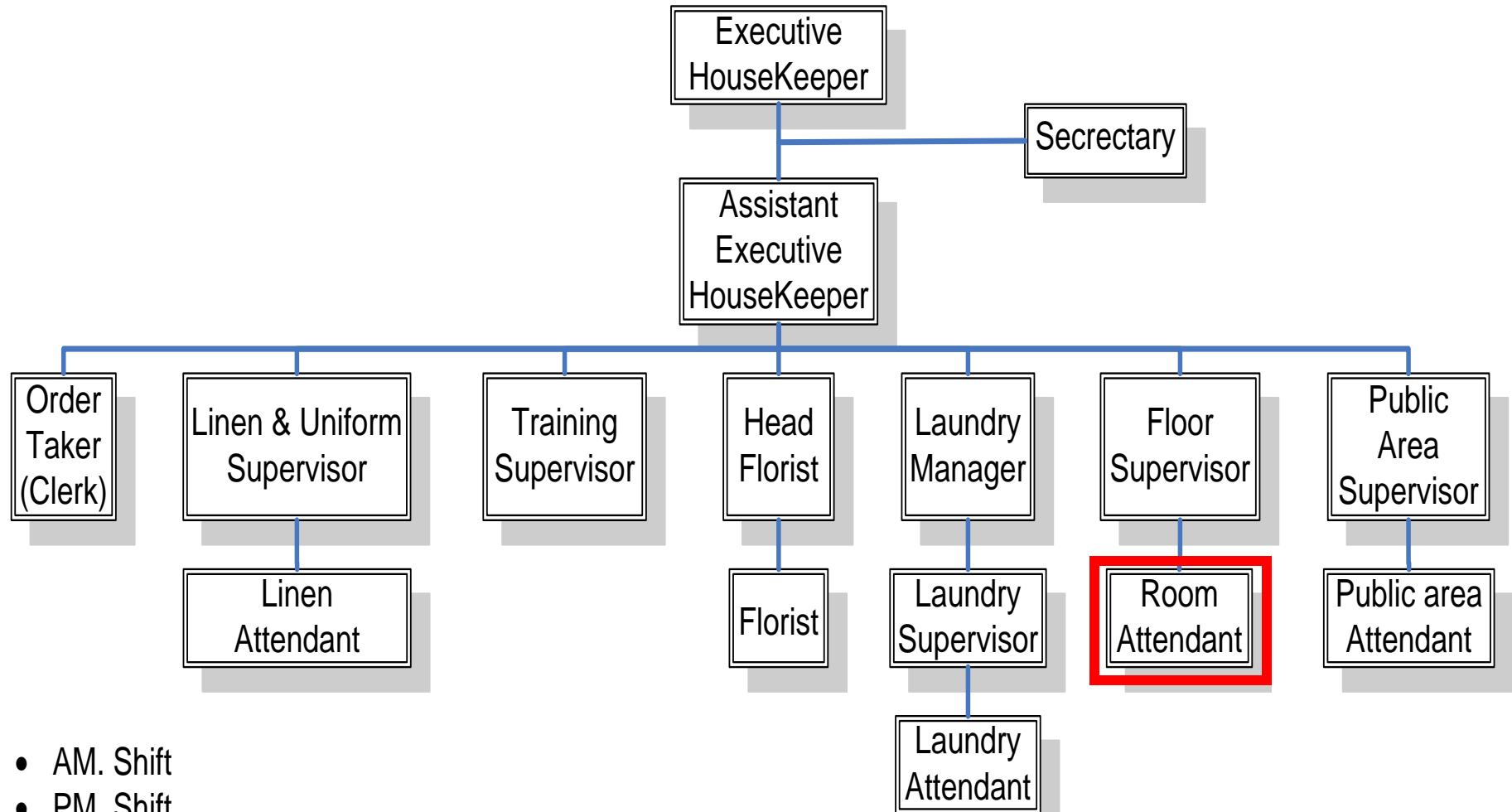
## **a. Housekeeping function.**

- Cleanliness.
- Maintenance.
- Aesthetic.

## **b. Housekeeping organization chart.**



# HouseKeeping organization chart



- AM. Shift
- PM. Shift
- ON. Shift

# IV. Housekeeping role in Hotel operations. (cont.)

## c. Job description for typical Housekeeping position.

- ❖ Room attendant.
- ❖ Public area attendant.
- ❖ Linen and Uniform attendant.
- ❖ Florist.
- ❖ Gardener.
- ❖ Tailor.
- ❖ Supervisor (Public area, Floor...).
- ❖ Assistance Executive Housekeeper.
- ❖ Executive Housekeeper.

## IV. Housekeeping role in Hotel operations. (cont.)

### ■ *ROOM ATTENDANT*

**Performs routine duties in the cleaning and servicing of guestrooms and baths under close supervision of an inspector.**

### ■ *PUBLIC AREAS ATTENDANT*

**Keeps all lobbies and public facilities (such as lobby restrooms, telephone areas, the front desk, and offices) in a neat and clean condition.**

# IV. Housekeeping role in Hotel operations. (cont.)

## ■ *LINEN AND UNIFORM ATTENDANT*

**Stores and issues uniforms, bed linen, and table linen; also takes inventory and maintains linen room supplies.**

## ■ *HOUSEKEEPING SUPERVISOR*

**Responsible for supervising the activities of Housekeeping employees. The performance of their duties ensure clean, well maintained, keep aesthetic of the property.**



# IV. Housekeeping role in Hotel operations. (cont.)

## ■ *ASSISTANT EXECUTIVE HOUSEKEEPER*

**To work closely with the Executive Housekeeper to ensure a clean, well-maintenance is kept**

**To liaise closely with Front Office for occupancy forecasts, groups and VIP arrivals.**

## **IV. Housekeeping role in Hotel operations. (cont.)**

**To liaise closely with Engineering Department to carry out maintenance projects.**

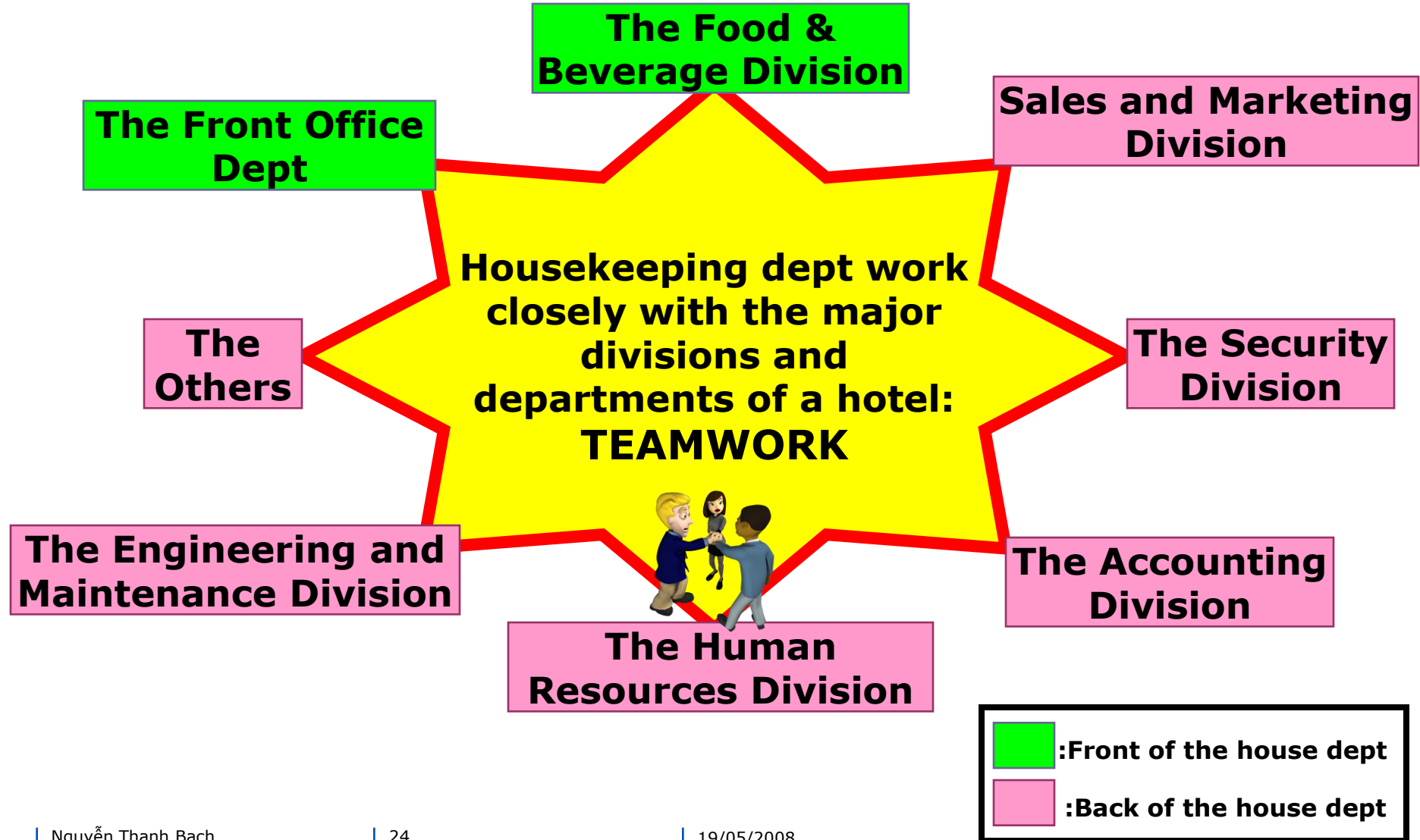
**To liaise closely with Food & Beverage Department for functions internal and external.**

# IV. Housekeeping role in Hotel operations. (cont.)

## ■ *EXECUTIVE HOUSEKEEPER*

**Supervises all housekeeping employees, has the authority to hire or discharge, plans and assigns work assignment, informs new employees of property regulations, inspects housekeeping personnel work assignments, and requisitions supplies.**

# Housekeeping dept with the major divisions and departments of a hotel



# Q & A

