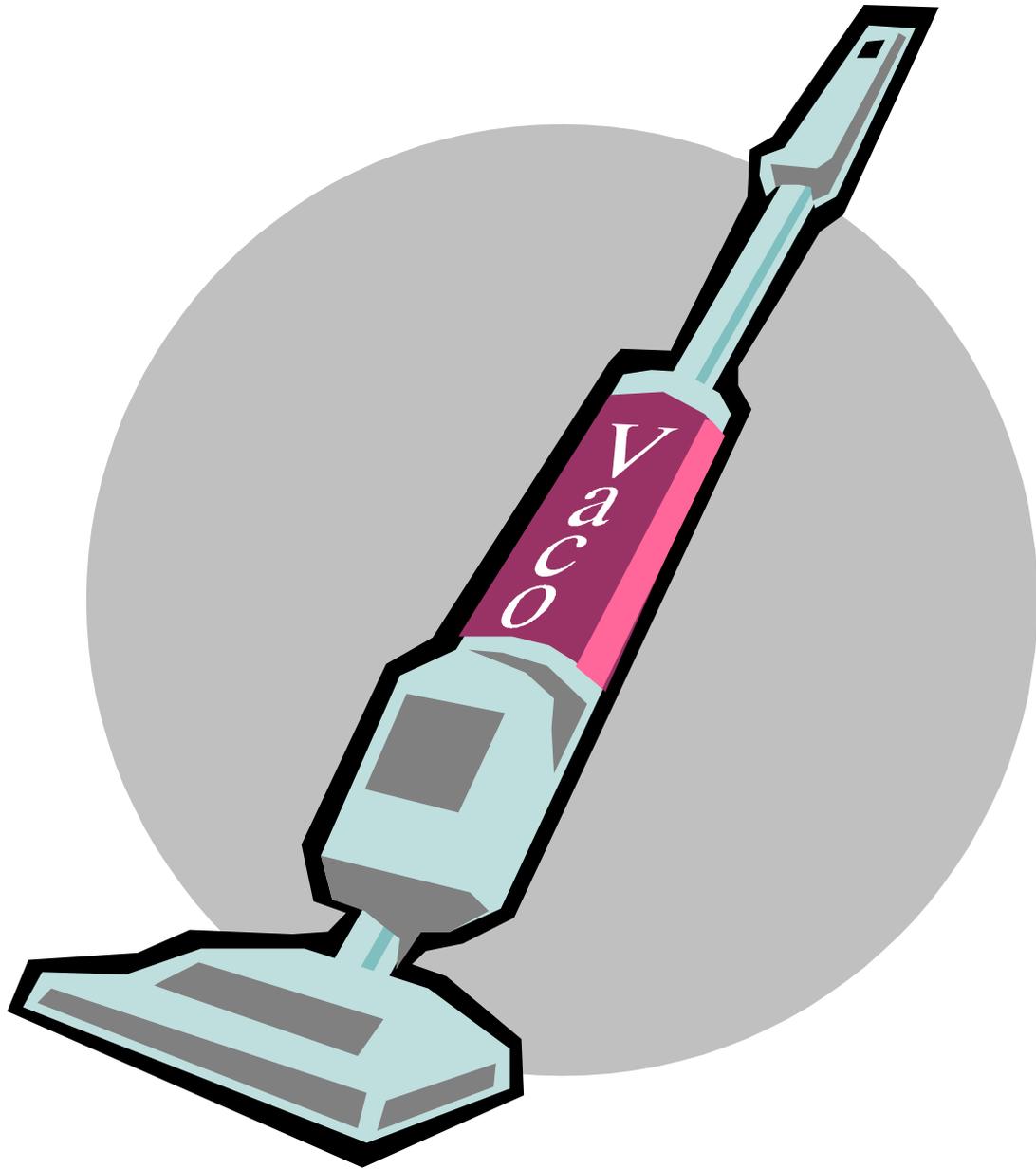


# HOUSEKEEPING



# Housekeeping

## Vocabulary To Know

Before beginning to read this document, become familiar with these terms and their definitions:

**Shift-** The time of day the attendant works, i.e. AM, PM, graveyard

**Duty-** A location or area that the room attendant is responsible for. I.e. Rooms, Lobby, Public Restrooms

**Credit-** A value assigned to a task. For example, cleaning a vacant and dirty room could be worth two credits, while cleaning a stayover room might only be worth one. Using credits to represent the level of difficulty in a task helps keep assignments fair and equal among the housekeeping staff.

**Out of Order** – A room is considered to be out of order when it can no longer be rented due to damage or some other unavoidable circumstance. I.e. Toilet leaks, TV is broken, Maintenance is painting it.

**Off Market** – A room is considered off market when it is decidedly removed from availability. I.e. Sales wants to use it as a show room, maintenance is cutting heat from the second floor to save gas costs.

**Pickup** – A room is considered an pickup when it has already been cleaned today and something occurred to place doubt on it's continued cleanliness. Examples are:

- ?? A guest checks into the room and then moves to a different room.
- ?? The room becomes available after being out of order or off market
- ?? The room remains vacant for several days or weeks (depending on your database setup)

**Room Status Codes** – The following are possible statuses for rooms:

<b>Code</b>	<b>Stands for:</b>
OFF	Off Market
OOO	Out of Order
VD	Vacant Dirty
VC	Vacant Clean
VP	Vacant Pickup
OD	Occupied Dirty
OC	Occupied Clean
NM	Needs Attendant
NI	Needs Inspection
PASS	Passed Inspection
FAIL	Failed Inspection

## Setting Up Housekeeping – One Time Setup

The following is a one time setup. Once completed, these steps will no longer need to be done. These procedures are covered in detail in the database class your Galaxy trainer teaches. Listed below is just a very basic outline of what needs to be done.

# Housekeeping

1. **Housekeeping parameters** need to be set up in the database. To do this, select "Database" from the main menu and then "Hotel Options". F2 [Quick] in Housekeeping (HK).

```
Sheraton Palo Alto      HOTEL OPTIONS MAINTENANCE   Date: 16-MAR-2000 THU
Geac Customer Support   Housekeeping                 Time: 03:13 PM

Inspectress required to make room ready for sale (Y/N)?      N
Change a Room's Housekeeping Status to UP after 3 days Vacant
                                     Vacant/Pickup
Allow Entry of Time in Housekeeping Status Update (Y/N)?    N
Allow night audit process to assign housekeeping rooms in
station other than attendant's assigned stations (Y/N)?    N
Number of days to keep attendant logs                        10
Allow Housekeeping Expected Departure Credits to equal
CheckOut Credits (Y/N)?                                     |
```

2. Several codes need to be set up in the **Codes File**. To do this, select "Database" from the main menu and then "Codes File".

?? HKSTATION- A group of rooms, such as a building, wing or section  
?? HKSHIFT- I.e. AM, PM, Day, Evening  
?? HKDUTY- I.e. Rooms, Lobby, Public Restrooms

3. **Agent Security** will need to be completed. Create a login for each attendant. This can be a specific login for an individual (I.e. "Patty") or very general (i.e. "Attendant 1"). [Quick] into the "employee information" window and complete the "Housekeeping " prompt to indicate if the employee is an inspectress, rooms attendant, or supervisor.
4. Using the **Rooms Batch Modification** screen located in the Management Menu, add the number of credits and the associated station to all rooms. Select [MCRD] and type the start room and the end room for the first housekeeping station. Press [Save] and type the number of credits and the housekeeping station for that batch of rooms. Press [Save] again.

## Creating A Schedule

Once the housekeeping codes and agents have been setup, the schedule can be created. Again, this is a one time setup. Once this screen is set up, the information entered will be maintained. However, you will need to edit the number of credits on a daily basis and you may need to make minor revisions to attendants as employee turnover occurs.

# Housekeeping

Sheraton Palo Alto      HOUSEKEEPING SCHEDULING      Date: 16-MAR-2000 THU  
 Geac Customer Support      Time: 03:09 PM

Attendant ID	Name	(1 of 24)	Date	Day	Shift	Duty Type	Number Credits
* ATTEND01	Room Attendant 1		03-16-2000	Thu	AM	RM	16.0
ATTEND02	Room Attendant 2		03-16-2000	Thu	AM	RM	16.0
ATTEND03	Room Attendant 3		03-16-2000	Thu	AM	RM	16.0
ATTEND04	Room Attendant 4		03-16-2000	Thu	AM	RM	16.0
ATTEND05	Room Attendant 5		03-16-2000	Thu	AM	RM	14.0
ATTEND06	Room Attendant 6		03-16-2000	Thu	AM	RM	16.0
ATTEND07	Room Attendant 7		03-16-2000	Thu	AM	RM	16.0
ATTEND08	Room Attendant 8		03-16-2000	Thu	AM	RM	16.0
ATTEND09	Room Attendant 9		03-16-2000	Thu	AM	RM	16.0
ATTEND10	Room Attendant 10		03-16-2000	Thu	AM	RM	16.0
ATTEND11	Room Attendant 11		03-16-2000	Thu	AM	RM	15.0

Attendant-Station-Assignment	
1L	1001-1016

- From the main menu, select "Housekeeping" and then "Housekeeping Scheduling".
- Complete the prompts as follows:
  - ?? **Attendant ID** - Type the attendant's agent ID created in Agent Security. Use F9 [List Values] if needed.
  - ?? **Name** - The attendant's name is automatically filled in by the system.
  - ?? **Date** - Type the date in which the schedule should start. This may be today's date. As the audit runs, the date will be bumped by one day.
  - ?? **Day** - The day of the week is automatically filled in by the system.
  - ?? **Shift** - Type the shift that the attendant will be working. F9 [List Values] may be used to select the appropriate shift.
  - ?? **Duty Type** - Type the housekeeping duty that the attendant is responsible for. F9 [List Values] may be used to select the appropriate duty.
  - ?? **Number Credits** - Type the number of credits the attendant must earn for the day. Generally, this is equal to the number of rooms an attendant is expected to provide service to. If the attendant is off for the day, make sure to put their credits to zero.
- Press [Next Block] to go to Attendant Station Assignment. Attach all of the stations to which that particular attendant can be assigned.
- Press [Save] to complete the process

## Special Credits

Again, this is a one time setup. Once this screen is set up, the information entered will be maintained. However, you may want to edit it as new tasks become considered special work and others are removed. Special credits can be assigned to specific tasks that will count as extra work, such as cleaning a room with a crib or rollaway, or having to change floors more than twice during the shift.

When the system is assigning rooms to each attendant, it considers the special credits set up in this screen. For example, let's say that each room is worth 1 credit and each attendant has to



# Housekeeping

```

Sheraton Palo Alto      ROOM OFF MARKET / OUT OF ORDER   Date: 16-MAR-2000 TH
Geac Customer Support  MAINTENANCE                               Time: 04:23 PM
  
```

Room Number	<input type="text"/>	Room Name	<input type="text"/>
Accom Type	<input type="text"/>	Description	<input type="text"/>
Wing/Building	<input type="text"/>	Description	<input type="text"/>
Floor	<input type="text"/>	Key Number	<input type="text"/>
			Sort Key <input type="text"/>

Start Off Market Date	<input type="text"/>	Off Market
Room Available On	<input type="text"/>	
Reason Code	<input type="text"/>	<input type="text"/>
Reason	<input type="text"/>	
On Market Housekeeping Status	<input type="text"/>	<input type="text"/>
On Market Inspection Status	<input type="text"/>	<input type="text"/>

Start Out Of Order Date	<input type="text"/>	Out Of Order
Room Available On	<input type="text"/>	
Reason Code	<input type="text"/>	<input type="text"/>
Reason	<input type="text"/>	
In Order Housekeeping Status	<input type="text"/>	<input type="text"/>
In Order Inspection Status	<input type="text"/>	<input type="text"/>

1. From the Main Menu, select "Housekeeping" and then "Room Off Market/ Out of Order"
2. Type the room number and press [Enter].
3. The cursor automatically jumps to the "Start Off Market Date" field.
4. If the room is going off market, complete the prompts as follows. If the room is going out of order, press F6 [Next Block] and complete those prompts as follows:
  - ?? **Start Off Market (Out Of Order)Date** - Type the date that the room will first be out of order or off market.
  - ?? **Room Available On** - Type the date when the room will first be available (i.e. no longer out of order or off market). To save time, you may also enter the number of days the room will be unavailable and the system will enter the date for you.
  - ?? **Reason Code** - Use F9 [List Values] to choose the reason that best describes why the room is out of order or off market.
  - ?? **Reason** - There are times when the predetermined codes do not exactly fit the reason for the room going out of order or off market, or a further explanation is required. The reason field is a free form in which the user can type in more detailed information. This is not a mandatory field.
  - ?? **In Order Housekeeping Status** - Once the room is available, what housekeeping status should the system assign to the room? Choose one of the following:
    - ?? VC - Vacant Clean
    - ?? VP - Vacant Pickup
    - ?? VD - Vacant Dirty
  - ?? **In Order Inspection Status** - The system will automatically populate the Inspection status based on the Housekeeping Status chosen. See the chart below:

VC - Vacant Clean	NI - Needs Inspection
VP - Vacant Pickup	NM - Need Attendant
VD - Vacant Dirty	NM - Need Attendant

# Housekeeping

**Note:** Rooms can be set up to go out of order and off market for several different dates in advance. On the right side of the screen there may be **(1 of 2)** indicating there are other dates related to this room. Use the down arrow to view, modify or even add several dates.

**Note:** Rooms can be cancelled from going out of order or off market by bringing up the room and pressing the [delete] key.

## Updating Rooms Manually

This screen is used to manually update a room within the application. Rooms can be updated via the PBX interface if purchased and installed.

Westin Palo Alto		HOUSEKEEPING STATUS UPDATE		Date: 15-MAR-2000 WED	
Geac Customer Support				Time: 05:53 PM	
Time	<input type="text"/>				
Supervisor	<input type="text"/>				
Attendant	<input type="text"/>				
Hskp Status	<input type="text"/>				
Inspecress	<input type="text"/>				
Insp Status	<input type="text"/>				

Hskp Status Codes	Room		Hskp Status Insp Status			
	Number	Comment	Current	New	Current	New
H OC OCC/Clean						
H OD OCC/Dirty						
H OP OCC/Pickup						
H UC Vacant/Clean						
H UD Vacant/Dirty						
H UP VAC/Pickup						
I FAIL Insp. Failed						
I NI Needs Insp.						
I NM Need Attend						
I PASS Insp. Pass						

- From the Main Menu, select "Housekeeping" and then "Room Status Batch Update"
- Complete the prompts as follows:
  - ?? **Time** - Press [Enter] and the current time is displayed. Depending on your database setup, the time may also be typed when an earlier time needs to be entered.
  - ?? **Supervisor** - Type the name of the supervisor on duty. [List Values] may be used to select the name.
  - ?? **Attendant** - Type the name of attendant that cleaned the room(s). [List Values] may be use to select an attendant.
  - ?? **Hskp Status** - This field can be left blank or filled in. If left blank, the user can fill in the housekeeping status in the next block, individually for each room. If the field is completed, then it will act as the default code for all of the rooms updated in the screen. There is no opportunity to change the status of an individual room once a default has been set.
 

**Note:** A list of possible housekeeping statuses is located on the bottom left hand corner of the screen. They are noted with an "H".
  - ?? **Inspecress** - Type the name of inspectress that inspected and approved the room(s). [List Values] may be use to select a name. This field is used depending upon the database set up.
  - ?? **Insp Status** - This field can be left blank or filled in. If left blank, the user can fill in the housekeeping status in the next block, individually for each room. If the field is completed, then it will act as the default code for all of the rooms updated in the screen. There is no opportunity to change the status of an individual room once a default has been set.
 

**Note:** A list of possible inspection statuses is located on the bottom left hand corner of the screen. They are noted with an "I".

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3. Now simply type the room number(s) to be updated.
4. If needed, a comment can be placed in the “comment” field to indicated a special circumstance. Press [List Values] and select the appropriate comment. The comments are set up in the database under codes field. This is not a mandatory field and can be skipped by pressing [Enter].
5. When all the rooms have been entered, Press [Save].

## Running Your Day

Below is a sample list of how to run the Houskeeping department on Galaxy:

NOTE: All options listed are from the Housekeeping Menu, # 8:

### **Step #1: Print the “Attendant Exception Report” .**

1. Choose #7, Housekeeping Reports
2. Choose #3, Attendant Exception Report
3. Press the [enter] key five (5) times to accept the printing defaults
4. Leave the “Attendant ID” field blank
5. Enter the letter “B” in the “Attendant Credits” field.
6. Press the save key [F10].

### **Step #2: Print the “Unassigned Rooms Report”.**

1. Choose #7, Housekeeping Reports
2. Choose #20, Unassigned Rooms Report
3. Press the [enter] key five (5) times to accept the printing defaults
4. Press the save key [F10].

### **Step #3: Assign more rooms for the attendant to clean, or reassign rooms as needed.**

1. Choose #4, Attendant Assignments Review/Update
2. Complete the fields as follows:
  - ?? **Attendant** - Enter the name of the attendant you wish to revise. Use list values [F9] for a list of choices if needed.
  - ?? **Shift** – Enter the letter “D” for the day shift.
  - ?? **Duty** – The system will automatically enter this code for you
3. The system will now list for you the rooms that have been assigned to the attendant. Use the down arrow ( ) to scroll to the bottom of the list.
4. Using the Unassigned Rooms Report, type in the room numbers you want to assign to the attendant until they have the correct number of rooms to clean.

### **Step #4: Reprint the “Unassigned Rooms” and “Attendant Exception” reports as needed.**

1. Continue to follow steps 1 through 3 until all of the rooms have been assigned to the correct attendants
2. Now choose #5, Room Assignments process
3. Press the [enter] key five (5) times to accept the printing defaults
4. The following question appears: **Do you wish to re-assign rooms for today’s attendant schedules (Y/N)?** If you want to erase all of the current assignments and reassign rooms to **all** attendants based on what you changed in step #3, answer “**Y**”. If you only want to assign rooms to the **new** attendants you just added in step #3, answer “**N**”
5. Press the save key [F10] when you are done

### **Step #5: Print the “Room Attendant sheets” report.**

1. Choose #7, Housekeeping Reports

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2. Choose #13, Room Attendant Sheets
3. Press the [enter] key five (5) times to accept the printing defaults
4. Complete the fields as follows:
  - ?? **Attendant** – Leave this field blank so it will print all attendants.
  - ?? **Shift** – Enter the letter “D” for the day shift.
  - ?? **Wing Code** – Leave this field blank
  - ?? **Include Guest Information** – Enter the letter “Y” for yes
  - ?? **Include Attendant Message** – Enter the letter “N” for no
  - ?? **Sort Rooms Asc Or Desc.** – Enter the letter “A” for ascending
5. Press the save key [F10].
6. Review the sheets and pass them out to the attendants

## **Step #6: Prepare for tomorrow.**

1. Estimate the number of rooms you will need to have cleaned tomorrow by doing the following:
  - ?? Press the navigator key [F1]
  - ?? Press the letter “s” for suspend
  - ?? Press the letter “h” for housecount
  - ?? Now add the following numbers together from the “**Current**” column:
    - Occupied Rooms
    - Vacant Dirty Rooms
    - GTD Reservations
    - Non- GTD Reservations

## **Helpful Hints**

**Hint #1:** To quickly view the status of a room:

1. Press the [Navigator] key
2. Press the letter “s” for suspend
3. Press the letter “r” for room availability
4. Type the room number to look up
5. Press the [Enter Query] key to view the information
6. Press the [Exit] key

**Hint #2:** To quickly view the number of rooms to be cleaned today:

1. Press the [Navigator] key
2. Press the letter “s” for suspend
3. Press the letter “h” for housecount
4. Now add the following numbers together from the “Current” column:
  - ~~///~~ Occupied Rooms
  - ~~///~~ Vacant Dirty Rooms

**Hint #3:** To print a list of discrepant rooms:

1. From Main Menu, select Housekeeping Reports
2. Select Discrepant Rooms Report
3. Press the [Enter] key five times to accept the printing defaults
4. Press the [Save] key

## **Housekeeping Reports**

### **Actual Arrivals**

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This report lists guests who have checked in today. Guests may be included based on a specific special service code, group code, company identification number, or wholesaler code. The information includes assigned room numbers, room types, status, guest names, arrival times, departure date and other valid data.

## **Actual Departures**

This report lists all guests who have checked out regardless of whether they have a balance. It is used to assist agents in locating and settling after departure charges. This report can be run for specific agent identification, departure date, group, wholesaler, or company.

## **Attendant Exception**

This report is used to display room credits on all room attendants or a specific room attendant only. Information includes attendant numbers and names, credits, and associated stations.

## **Attendant Tracking**

This report tracks room cleaning process through out the day.

## **Cleaned Rooms**

This report lists room numbers, accommodations, miscellaneous location codes, front desk, housekeeping and inspection statuses, attendant identifications, and last cleaning times. The Cleaned Rooms report also clears all comments at the end of the day and indicates discrepant rooms.

## **Discrepant Rooms**

This report lists the discrepant rooms between housekeeping and the front desk. If rooms are on this report they need to be investigated, since they cause problems with the night audit and room revenue generation.

## **Expected Arrivals**

This report lists all guests scheduled to arrive on the reported date. Information includes the room numbers, accommodations, guest names and titles. This report can be used to pre-assign rooms by using the special service codes.

## **Expected Departures**

This report lists all guests who are due to checkout on a specific day. Information includes room numbers, guests' name and title, departure times, number of guests, and rate schedules. It assists agents in following up on guests due to depart.

## **House Count**

This report lists room commitments for the beginning of the day as reported by the night audit. These numbers do not change until the night audit is run again. The current column is updated throughout the day.

## **In House Guest List**

This reports displays information about registered guests, group folios, and non-guest folios depending on the selected settings. PBX operators can also use it as a reference.

## **Out Of Order/ Off Market**

This report lists rooms, which are out of order or off market. It also lists the reason code and the reason free form field.

## **Quick Rooms Status**

This report lists the current status of each room. The report can be sorted many different ways such as by room, housekeeping status, or accommodation.

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## **Recent Arrival And Departure**

This report lists rooms occupied or vacated in the period specified. It is also time specific to the recent arrivals and departures.

## **Room Attendant Sheets**

These sheets may be used as the cleaning schedule for an individual room attendant. It can also be used as a communication tool when using the attendant message field.

## **Room Rate Change**

This report lists the in-house or arriving guests whose rates have been manually adjusted or have moved from one room to another. It can be used as a monitoring device for housekeeping.

## **Room Status Detail**

This report lists each room, accommodation code, and statuses.

## **Schedules Report**

This report lists the room attendant schedules as entered through the housekeeping scheduling process. This is a simple way to monitor and review schedules.

## **Special Services**

This report lists guests who have requested a special service. Housekeeping may use it to accommodate guests.

## **Turndown Report**

This report lists rooms of the in-house guests, recent arrivals, or expected arrivals.

## **Unassigned Rooms**

This report lists detailed information associated with rooms that have not been assigned to an attendant.

## **VIP Report**

This report lists information on VIP rooms such as room numbers, types, and statuses