

Housekeeping

Opening the Day



How to Open the Day

Below are some step-by-step guidelines to assist in opening the day for Housekeeping. This is just a general guideline and operations of each hotel determine how the scheduling will work.

HOUSE-COUNT	Begin/Day	Current	Day-Use
Total Rooms	200	200	
Out-of-Order	26	26	
Off-Market	0	0	
Available Rooms	174	174	
Occupied Rooms	52	52	0
Vacant Rooms	122	122	
Dirty	122	103	
Clean	0	19	
Non-GTD Reservations	6	4	0
GTD Reservations	20	23	0
Walkins	0	0	0
Rooms Pending	0	1	0
Departure Rooms	29	29	0
Unexpected Departures	0	0	0
Total Committed	49	51	0
Left to Sell	125	123	
Occupied Percent	28.16	29.31	
Total Guests	85	86	0
Wait List Reservations	0	0	0

Press any key to continue.

- Review the house count to review how many rooms need to be cleaned.
 - Press F1 Navigator.
 - Press S to go to suspend.
 - Press H to go to house count.
 - Add together number of vacant and dirty rooms plus the number of occupied rooms. This will give the total number of dirty rooms in the hotel.
- Now determine how many Rooms for each Room Attendant.
 - Take the number of rooms to be cleaned.
 - Divided by the number or Room Attendants working.
 - This is the total credits which needs to be assigned to each room attendant.
 - 155 rooms / 11 room attendants working = 14.09 credits or ten attendants would have 14 credits and one attendant will have 15.

Seminar Hotel		HOUSEKEEPING SCHEDULING				Date: 03-OCT-2000 TUE		
Galaxy Hotel System						Time: 01:17 PM		
Attendant		(1 of 11)				Duty		Number
ID	Name	Date	Day	Shift	Type	Credits		
* RA01	Room Attendant 01	10-03-2000	Tue	AM	RM	15.0		
RA02	Room Attendant 02	10-03-2000	Tue	AM	RM	14.0		
RA03	Room Attendant 03	10-03-2000	Tue	AM	RM	14.0		
RA04	Room Attendant 04	10-03-2000	Tue	AM	RM	14.0		
RA05	Room Attendant 05	10-03-2000	Tue	AM	RM	14.0		
RA06	Room Attendant 06	10-03-2000	Tue	AM	RM	14.0		
RA07	Room Attendant 07	10-03-2000	Tue	AM	RM	14.0		
RA08	Room Attendant 08	10-03-2000	Tue	AM	RM	14.0		
RA09	Room Attendant 09	10-03-2000	Tue	AM	RM	14.0		
RA10	Room Attendant 10	10-03-2000	Tue	AM	RM	14.0		
RA11	Room Attendant 11	10-03-2000	Tue	AM	RM	14.0		

Attendant-Station-Assignment	
1	Floor 1

- Now set the schedule for the number of attendants working.
 - ⚡ Choose "Housekeeping Menu" from "Main Menu".
 - ⚡ Choose "Housekeeping Scheduling".
 - ⚡ Assign the credits determined from above to each attendant.
 - ⚡ Press F10 [save].
 - ⚡ Press F12 [exit].
 - ⚡ In above example, I would assign attendants 1 - 15 credits and 2 to 11 - 14 credits.

Seminar Hotel		PRINT PROCESS		Date: 03-OCT-2000 TUE	
Galaxy Hotel System				Time: 01:31 PM	
Attendant Room Assignments					
Now or Scheduler	N	Save, Print, Both, or Terminal	P		
Scheduler Name					
Printer	DESK1				
Number of Copies	1	Foreground or Background	F		
ATTENDANT ROOM ASSIGNMENTS					
Do you wish to re-assign rooms for today's attendant schedules (Y/N)? Y					
Query complete.					

- From the "Housekeeping Menu", choose "Room Assignment Process".
 - ⚡ Press F6 [next block].
 - ⚡ Enter "Y" to re-assign rooms.
 - ⚡ Press F10 [save].
 - ⚡ Press enter to return to menu.

- Choose "Housekeeping Reports Menu" from the "Housekeeping Menu".

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Seminar Hotel          PRINT PROCESS          Date: 03-OCT-2000 TUE
Galaxy Hotel System    Time: 01:57 PM

Attendant Exception Report

Now or Scheduler  N Save, Print, Both, or Terminal  P
Scheduler Name   [REDACTED]
Printer         DESK1 [REDACTED]
Number of Copies 1      Foreground or Background  F

ATTENDANT EXCEPTION REPORT

Attendant ID     [REDACTED] [REDACTED]
Attendant Credits  B
  
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- Choose "Attendant Exception Report". This will show how many credits each room attendant was assigned.
 - Press F6 [next block].
 - Leave attendant id blank and enter.
 - At Attendant Credits, enter "B" for both.
 - Press F10 [save] to print report.
- Choose "Unassigned Rooms Report" from the "Housekeeping Reports Menu". This will show all rooms not assigned and vacant pickup rooms (VP).
 - Press F6 [next block].
 - Press F10 [save].
- Review both reports and adjust schedule as needed by following steps above.
- Once schedule is accurate, print out the room attendant sheets.

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Seminar Hotel          PRINT PROCESS          Date: 03-OCT-2000 TUE
Galaxy Hotel System    Time: 01:49 PM

Attendant Assignment Sheet

Now or Scheduler  N Save, Print, Both, or Terminal  P
Scheduler Name   [REDACTED]
Printer         DESK1 [REDACTED]
Number of Copies 1      Foreground or Background  F

ATTENDANT ASSIGNMENT SHEET

Attendant Shift  [REDACTED] [REDACTED]
Wing Code       [REDACTED]
Responsible Department [REDACTED] Expected Arrival Only 

Include Guest Information (Y/N)?  Y Print Arv/Dep Time or Depart Date?  D
Include Vacant Clean Rooms(Y/N)?  N
Include Attendant Message (Y/N)?  Y
Sort Rooms Order (A/D)?  A
Attendant Message This will print on sheets if Y is chosen above
  
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10. Choose “Attendant Sheets” from the “Housekeeping Reports Menu”.

- ⚡⚡ Press F6 [next block].
- ⚡⚡ Leave attendant field blank to print all attendants.
- ⚡⚡ Leave shift blank to print for all shifts.
- ⚡⚡ Leave wing code blank to print for all wings.
- ⚡⚡ Leave responsible department blank for all departments.
- ⚡⚡ At include guest information, Choose “Y” to print guest information or “N” not to print it.
- ⚡⚡ At Print Arv/Dep time or Depart Date? Choose “T” to print Arv/Dep time or “D” to print guest departure date.
- ⚡⚡ Include vacant clean rooms? Enter “Y” to have vacant clean rooms print on report, Enter “N” to not have them print.
- ⚡⚡ Include attendant message? Enter “Y” if you want to type a message to print at bottom of attendant sheets. Enter “N” for no message.
- ⚡⚡ Sort Room Order? Enter “A” to have it print in ascending order. Enter “D” to print in descending order.
- ⚡⚡ Attendant message: If “Y” was chosen at include attendant message, type in here the message you want printed at the bottom of the sheets.

How to Print a Special Service Report

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Seminar Hotel          PRINT PROCESS          Date: 03-OCT-2000 TUE
Galaxy Hotel System   Time: 02:28 PM

Special Services Report

Now or Scheduler  Save, Print, Both, or Terminal 
Scheduler Name   [ ] [ ]

SPECIAL SERVICES REPORT

Include All Comments?  Wholesaler(s) Only? 
Comment Code [ ] [ ] WS Code [ ] [ ]
Include All Special Services?  Include Tour Code(s)? 
Service Code [ ] [ ] Tour Code [ ] [ ]
List All Service Codes?  Sort Order [ ] [ ]
Group(s) Only?  Report Type [ ] [ ]
Group Code [ ] [ ] Start Date [ ] [ ] End Date [ ] [ ]
Day Use Only 

'A' = All, 'T' = Specific Type, 'N' = No Comments
    
```

1. From "Main Menu", choose "Housekeeping Menu".
2. Choose "Housekeeping Reports Menu".
3. Choose "Special Service Report" from the menu.
4. Press F6 [next block].
5. Include All Comments? Enter "A" to print all comments, Enter "T" to print specific department comments. Enter "N" to print no comments.
 - ☞ If choose "T" choose comment code F9 [list values] for specific department.
6. Include all special service codes? Enter "Y" to print all codes. Enter "N" for a specific code.
 - ☞ If choose "N" above, choose the special service code to be printed. F9 [list values].
 - ☞ List all Special Service codes? Enter "Y" to print all special service codes associated with the guest, Enter "N" to not print other codes.
7. Groups Only? Enter "Y" to print only for Group Guests. Enter "N" to print for all guests.
 - ☞ Group Code? Leave blank for all groups or enter the group code for a specific group.
8. Wholesaler(s) Only? Enter "Y" to print only for Wholesaler Guests. Enter "N" to print for all guests
 - ☞ WS Code: Leave blank for all wholesalers or enter the wholesaler code for a specific wholesaler.
 - ☞ Include Tour Code(s)? Enter "Y" to print guest only with tour codes, Enter "N" to print only guest without tour codes or leave blank for all wholesaler guests.
 - ☞ Tour code: Enter a specific tour code or leave blank for all.
9. Sort Order: Choose the sort order of the report. Enter "A" for accommodation class, "D" for arrival date, "N" for name or "R" for room number.
10. Report Type: Enter the report type, F9 [list values] for options.
 - ☞ If choose Future date, Enter in start date and end date for report.
11. Day Use Only? Enter "Y" for only day use rooms, Enter "N" for all rooms.

How to Print a VIP Report

Seminar Hotel Galaxy Hotel System	PRINT PROCESS	Date: 03-OCT-2000 TUE Time: 02:46 PM
VIP Report		
Now or Scheduler	<input type="checkbox"/> N	Save, Print, Both, or Terminal <input type="checkbox"/> P
Scheduler Name		
Printer	DESK1	
Number of Copies	<input type="checkbox"/> 1	Foreground or Background <input type="checkbox"/> F
VIP REPORT		
Include All Comments?	<input type="checkbox"/>	Comment Code <input type="text"/>
Include All VIP Codes?	<input type="checkbox"/>	VIP Code <input type="text"/>
Sort Order	<input type="checkbox"/>	
Report Type	<input type="checkbox"/>	
Start Date		
End Date		
'A' = All, 'T' = Specific Type, 'N' = No Comments		

1. From "Main Menu", choose "Housekeeping Menu".
2. Choose "Housekeeping Reports Menu".
3. Choose "VIP Report" from the Menu.
4. Press F6 [next block].
5. Include All Comments? Enter "A" to print all comments, Enter "T" to print specific department comments. Enter "N" to print no comments.
 - ☞ If choose "T" choose comment code F9 [list values] for specific department.
6. Include all VIP codes? Choose "Y" for all, "N" to specify.
 - ☞ If choose "N", the enter the VIP code (F9 [list values]) to print.
7. Sort order: Choose "A" for arrival date, "N" for name, "R" by room number, "VN" by VIP name or "VR" for VIP room number.
8. Report Type: Enter the report type, F9 [list values] for options.
 - ☞ If choose Future date, Enter in start date and end date for report.

How to Print a Report to the Screen

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Seminar Hotel          PRINT PROCESS          Date: 03-OCT-2000 TUE
Galaxy Hotel System    Time: 04:13 PM

                          Actual Arrivals Report

Now or Scheduler  Save, Print, Both, or Terminal
Scheduler Name   
Printer          
Number of Copies  Foreground or Background

Enter 'S' for Save, 'P' for Print, 'B' for Both, or 'T' for Terminal.
```

1. Choose the report to print.
2. Enter past Now or Scheduler. This should always be "N" and will default.
3. Enter "T" for terminal.
4. Enter the report prompts and F10 [save] to run report.

Updating Rooms in the System

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Seminar Hotel          HOUSEKEEPING STATUS UPDATE          Date: 03-OCT-2000 TUE
Galaxy Hotel System                                         Time: 04:19 PM

Time 16:19
Supervisor 1200 Galaxy Hotel System
Attendant 1200 Galaxy Hotel System
Hskp Status VC Vacant/Clean
Inspectress
Insp Status
    
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Hskp	Status Codes	Room		(adding)		Hskp Status		Insp Status	
		Number	Comment	Current	New	Current	New		
H	OC		OCC/Clean						
H	OD		OCC/Dirty						
H	OP		OCC/Pickup						
H	VC		Vacant/Clean						
H	VD		Vacant/Dirty						
H	VP		VAC/Pickup						
I	FAIL		Insp. Failed						
I	NI		Needs Insp.						
I	NM		Need Attend						
I	PASS		Insp. Pass						

1. From "Main Menu", choose "Housekeeping Menu".
2. Choose "Room Status Batch Update".
3. At time, press enter for time to fill in.
4. Enter the supervisor login or F9 [list vales] to choose.
5. Enter the Attendant login or F9 [list values] to choose.
6. Enter the new hskp status or leave blank to choose status below.
7. If using inspectress status, enter the inspectress or F9 [list values] to choose.
8. If using inspectress status, enter in insp status or F9 [list values] to choose.
9. Room number: Enter the room number of room to change status on.
 - ⚡ If filled in Hskp Status and Insp Status above, use down arrow to enter next room to update.
 - ⚡ If Left Hskp Status blank, enter three times to status new and enter in new status.
10. Repeat steps above until all rooms to update have been enter.
11. Press F10 [save] to update.