Chapter 3
Planning and Organizing the Housekeeping Department

Managing Housekeeping Operations
Revised Third Edition
(338TXT or 338CIN)

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Competencies for Planning and Organizing the Housekeeping Department

1. Identify typical cleaning responsibilities of the housekeeping department.
2. Describe the tools the housekeeping department uses to plan its work.
3. Explain the executive housekeeper’s role in organizing the housekeeping department.
4. Identify basic management functions of the executive housekeeper.
## Typical Cleaning Responsibilities of the Housekeeping Department

### Basic responsibilities
- Guestrooms
- Corridors
- Public areas
- Pools and patio areas
- Management offices
- Storage areas
- Linen and sewing rooms
- Laundry room
- Back-of-the-house areas

### Other responsibilities
- Meeting rooms
- Dining rooms
- Banquet rooms
- Convention exhibit halls
- Hotel-operated shops
- Game rooms
- Exercise rooms

## Types of Inventory Items

- **Recycled Inventories**
  - Linens
  - Equipment items
  - Guest supplies

- **Non-recycled inventories**
  - Cleaning supplies
  - Guestroom supplies
  - Guest amenities
Job Description for Room Attendant

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

Duties and Responsibilities
1. Enters and prepares the room for cleaning.
2. Makes the bed.
3. Dusts the room and furniture.
4. Replenishes guestroom and bath supplies.
5. Cleans the bathroom.
6. Cleans the closet.
7. Vacuums and rakes the carpet.
8. Checks and secures the room.

Relationships
Reports directly to the inspector.
Management Process

- Planning
- Organizing
- Coordinating
- Staffing
- Directing
- Controlling
- Evaluating