

## **E-CONTENT: Travel & Tourism Management, SEMESTER-III**

Prepared by: Dr. Rafiq Ahmad, Associate Professor & Head, Travel & Tourism Management  
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### **UNIT-1**

#### **Hotels and Hospitality:**

The word *hôtel* is derived from the Old French word "hostel," which came from the Latin *hospitālis*, which referred to a French version of a building seeing frequent visitors, and providing care, rather than a place offering accommodation. Thus "hotel" or "hospital" pertained to guests, from Latin *hospes*, meaning a stranger, thus a guest. The precursor to the modern hotel was the inn or *kārvānsarāy* (*caravanserai*) of the medieval world. These would provide for the needs of travellers, including food and lodging, stabling and fodder for the traveller's horses and fresh horses for mail coaches.

What is the hotel industry? Put simply, the hotel industry is the section of the service industry that deals with guest accommodation or lodgings. By most definitions, the hotel industry refers not only to hotels, but also to many other forms of overnight accommodation, including hostels, motels, inns and guest houses. However, it does not usually include long-term permanent forms of accommodation. Due to the nature of hotel services, it is closely associated with the travel and tourism industry.

#### **The difference between the Hotel Industry and the Hospitality Industry**

One common area of confusion relates to the difference between the hotel industry and the hospitality industry, with many people mistakenly believing the two terms refer to the same thing. However, while there is a cross-over, the difference is that the hospitality industry is broader in scope and includes multiple different sectors.

The hotel industry is solely concerned with the provision of guest accommodation and related services. By contrast, the hospitality industry is concerned with leisure in a more general sense. As a result, it covers accommodation, restaurants, bars, cafés, night-life and a number of travel and tourism services.

#### **Different Types of Accommodation in the Hotel Industry**

It is important to understand that the hotel industry is a catch-all term, used to describe services related to guest accommodation. With that in mind, it is worth noting that there are a variety of different accommodation types which fall under this umbrella term. Some of the main types are described in more detail below:

##### ***Hotels***

The most common type of accommodation in the hotel industry, a hotel is defined as an establishment which offers overnight accommodation, meals and other services. They are mainly aimed at travellers or tourists, although locals may also use them. Hotels provide private rooms, and almost always have en-suite bathrooms.

##### ***Bed and Breakfasts (B & Bs)***

Bed and breakfasts, or B&Bs, are smaller establishments, which offer guests private rooms for overnight stays, along with breakfast in the morning. Often, these establishments are converted from private homes and many B&B owners live in their property. While they are often a budget option, high-end or luxury B&Bs do also exist.

### ***Motels***

Motels are a form of overnight accommodation tailored towards motorists. For this reason, they are typically located conveniently by the roadside and offer ample free parking. A motel will generally have a number of guest rooms and may have some additional facilities, but will usually have fewer amenities than hotels.

### ***Botels***

'Botel' is the name given to a boat that has been adapted to offer hotel-style lodgings. Many botels are permanently moored river boats, although others are converted ships, which are perfectly capable of travelling with guests on board. They are especially popular in European cities with rivers or canals.

### ***Inns***

An inn is an establishment which provides temporary accommodation, usually along with food and drinks. Inns are smaller than hotels, and are closer in size to bed and breakfasts, although inns are often slightly larger. Guests are allocated private rooms and food options will usually include breakfast and dinner.

### ***Resorts***

Resorts are commercial establishments, which will usually consist of a hotel and a variety of additional services and amenities, on site. Guests will usually have access to lodgings, restaurants, bars, entertainment options, recreational activities and shops, which can all be accessed without leaving the premises.

### ***Serviced Apartments***

Popular among business travellers, serviced apartments are apartment-style lodgings, where guests benefit from a full range of services, such as room service, housekeeping and laundry services. Most serviced apartments also offer additional amenities, while the apartments themselves tend to be larger than most hotel rooms.

### ***Hostals***

Often confused with hostels, a hostal is a form of accommodation, primarily found in Spanish-speaking regions. They resemble a budget hotel, offering either private bedrooms or apartments, while they may also have a bar, restaurant and/or café. Most hostals are family-owned and guests may sometimes share bathrooms with others.

### ***Hostels***

A hostel is a form of accommodation, typically aimed at those on a budget, where multiple guests sleep in different beds in the same living space. Effectively, guests pay for a bed, rather than a private room, and hostels hold a particular appeal for those looking to meet new people. Guests will usually share kitchen and bathroom facilities.

## **UNIT II: Hotel Front Office**

### **1. Introduction**

The Front Office in a hotel is the department responsible for the sale of hotel rooms through systematic method of reservation, followed by registration and assigning rooms to customers. It is the centerpiece of a hotel operation as it fulfills the core activity of the hotels, which is to sell rooms. The front office, as the name suggests, is the first and last point of contact for a guest. Though the main task is to sell the guest rooms, there are various other jobs that front office performs. There are separate sections which work uniquely so that there is no duplication of work. This unit vividly describes the various functions that are performed by the Front office department. The entire unit is divided into 5 different parts and an overall picture is also given about hotel and its relationship with tourism.

The different heads under which this unit will be studied are

1. Meaning of the term “HOTEL
2. Relationship between Tourism and Hotel Industry
3. Importance of Front office department of a Hotel
4. Various sections of the Front Office Department
5. Functions of various sections of Front Office
6. Handling Guest Complaints

#### 1.1 Meaning of the term “HOTEL”

A clear definition has been provided by “The Hotel Proprietors Act 1956” which states that “A hotel is an establishment held out by the proprietor as offering food, drink, and if so required sleeping accommodation, without special contract, to any traveller presenting himself who appears able and willing to pay a reasonable sum for the services and facilities provided and who is in a fit state to be received”

Hereby it is understood that basic essentials like food and shelter is offered in a hotel with a condition that only bonafide travelers are entertained who are ready to pay for the services and who are in a fit conditioned to be received.

## 2. Relationship between Tourism and Hotel Industry

The hotel industry is a part of the larger industry known as the tourism industry. The travel and tourism industry is a vast group of businesses with one common motto: providing the required products and services to the deserving travellers and tourists. A tourist chooses a destination by also considering the availability of proper accommodation in the destination. Hence one of the most important components of tourism is Accommodation.

The tourism industry has five major segments, which are Lodging operations, Transportation services, Food and Beverage operations, Retail stores and activities. Lodging operations consists of Hotels, Motels, Resorts, time-share hotels, conference centres, camps, parks, extended stay hotels, bed and breakfast hotels, convention hotels and cruise ships. Transportation services include ships, airplanes, autos, buses, trains, bikes, limousines and so on. Food and Beverage operations consist of restaurants, snack bars, banquets, vending machines and so on. Retail stores comprise gift shops, souvenir shops, arts/crafts shops, shopping malls, markets and so on. Activities contain recreation, business, entertainment, meetings, study trips, sporting events, ethnic festivals, cultural events, seasonal festivals and gaming.

Thus a tourist invariably experiences all the above mentioned areas and finally looks for an accommodation to rest, which the hotels cater to. For a successful tourism hotels are very important.

## 3. Importance of Front office department of a Hotel

The front office department is the most noticeable department in a hotel. This department, especially the lobby and the reception counters are aesthetically and attractively designed to create a positive image about the hotel. The first impression that the guests get by seeing the front office reminds them about the quality and standard of the hotel.

From the time a guest makes a reservation and arrives at a hotel through the time he or she departs, the front office staff play a vital role in satisfying the various needs of the guests. To guests, the front office is the hotel, most of the time. All their questions, requests, comments, complaints are shared with the front office. It is very important that the department should be capable, courteous, professional and effective so that the hotel guests are happy and satisfied. 70% of the revenue to the hotel is through the front office department by selling the rooms, which are the most expensive product of a hotel. Front office keeps in touch with the guests

throughout the guest cycle which is represented as

Various sections of the Front Office Department

Depending upon the nature of the task performed, the department is segregated into various sections like

- i) Reception
- ii) Information
- iii) Cashier
- iv) Bell desk
- v) Reservations
- vi) Telephones
- vii) Travel desk
- viii) Concierge

Many hotels may club the sections where you may not find a particular section. For example, the Bell desk may be merged with the concierge. Information section may be merged with the reception. It differs from hotel to hotel, but the sections that are listed here are traditionally followed in almost all the hotels.

#### 4. Functions of various sections of Front Office

The basic functions of front office includes the following:

- To sell the guest rooms
- To book rooms in advance for guests prior to their arrival
- To register guests into the hotel
- To assign rooms
- To coordinate with other services
- To provide in-house and external information to guests
- To maintain accurate room status information
- To maintain accounts of the guests and settle their bills

Let us now go through the functions section wise.

##### 4.1.1 Reception

The reception registers and assigns rooms to the guests. The staff receives and welcomes the guests at the time of check-in. The main focus is to complete the registration formalities, especially the billing information, for the cashier to process during a guests stay and upon him or

her leaving the hotel. The reception controls all room keys carefully and issues them and collects them back after a guest stay. Key control is a vital activity because a room key lost would mean changing the lock. Smaller hotels employ the reception as the regular source of guest information, mail and messaging. The front office clerk multi-tasks the receptionist, telephone operator, information assistant and cashier duties.

#### 4.1.2 Information section

This section disseminates information to the guests as and when required. Here, the staff must be able to respond in a knowledgeable way when guests contact the information section seeking some information. Common guest questions or clarifications involves

- Local restaurant recommendations
- Contacting a taxi company
- Directions to the nearest shopping center, drugstore or gas station
- Directions to the nearest places of worship
- Directions to the nearest bank or automated teller machine
- Directions to a theatre, stadium or ticket agency
- Directions to universities, libraries, museums or other points of local interest
- Information about the hotel policies
- Information about the hotel's recreational facilities etc.,

Another important function performed by this section is also to handle the mails of the guests. Registered guests rely on this section to relay delivered mail quickly and efficiently. Normally the section, time-stamps all guest mail when it arrives at the property. Doing so the documents are date and time stamped which justifies how quickly the information clerk made it possible to inform the guest about it. When mail arrives, the information section immediately verifies whether the mail is for the guest who is currently registered, due to check-in or already checked-out and accordingly the mail is processed.

#### 4.1.3 Cashier section

A cashier is in charge of this section. He may be a part of the Front office team or he may be a member of the Accounts department. The cashier maintains the guest's accounts during his or her stay, monitors credit limits and settles bills as per the instructions. The cash flows from all the areas of the hotel to this point. The cashier maintains a cash bank for hotel expenses and is licensed to receive and exchange foreign currency.

#### 4.1.4 Bell Desk

Bell desk coordinates the movement of guest baggage. It is challenging as the volume of baggage during a single day is very large for a busy hotel. They also carry out errands for the guest and management within the hotel precincts. The bell desk is also responsible for the distribution of daily newspapers to the in house guests, executive offices, business centres and coffee shop. They sell postage stamps if the hotel does not have a captive post office in its shopping arcade. The bell desk keeps the first aid kit and some essential medicines under the direction of the house doctor in case of emergencies. They are responsible for the left luggage procedures.

#### 4.1.5 Reservations

The main role of reservations is to book rooms in advance. This section is the nerve center of front office as it optimises the room sales. Room space is perishable as it is linked with time. A time period is not sold is lost forever. The challenge is to ensure that these time slots are completely sold. Requests for reservations comes from various sources and the information is processed, properly documented, stored and retrieved at the appropriate time to ensure a guest gets the room at the time of arrival. Most bookings are made through reservations because travellers come from outstation. Very few would be walk-ins, a term used for those without reservations.

Large chain hotels may have their own reservation network whereas the independent hotels will have affiliations. The purpose of this strategy is to increase the reach of independent hotels to a larger public. The reservation agent is an important person who can contribute to the rooms revenue of the property by adept management of rooms and up selling. The staff in the reservations is no longer a clerk recording reservations but a person who actually sells rooms and procures that extra dollar. In fact, many sales executives and managers started their career as reservation agents.

#### 4.1.6 Telephones

This section is responsible for all interactions within the hotel and outside to the hotel. They play a vital role of keeping the channels of communication open. The telephone department is installed with the latest telecommunications system. These systems allow guests to call locally and internationally directly from their rooms. The call charges are automatically posted directly onto on-line guest folio accounts. The guest room phones have message indicators, voice mail

services, caller ID, Do-not-disturb and other features. This has allowed the hotel to manage a huge exchange with perhaps one operator in a shift. The system is networked into wake call systems, fire alarm systems, automated door systems etc., It is vital and worthy to mention that the telephone operator plays a significant role in the case of fire and keeps the hotel linked within and outside the hotel in case of emergencies.

#### 4.1.7 Travel desk

Travel desk takes care of the travel needs of the guests especially airport transfers. It is very common to see hotels extending courtesy transports for guests with reservations. These transports may be owned by the hotel, leased or contracted out to transport companies. The transportation personnel now become the first physical point of contact with the property. The drivers should be licensed, knowledgeable about the property, helpful to guests in loading and unloading baggage and possessing etiquettes and manners. The driver must drive safely and observe the traffic rules. They are responsible to keep the vehicle clean and well maintained. Many hotels do provide the drivers with mobile phones to inform the bell desk and doorman of their arrival at the porch.

#### 4.1.8 Concierge

Certified concierges may be identified by the gold crossed keys displayed on their jacket lapel. To earn these keys a concierge must be certified by the international association of concierges known as Les Clefs d'or which means Gold keys.

Concierges provide custom services to the hotel guests. Duties include making reservations for dining, securing tickets for theatre and sporting events, arranging for transportation etc.,.

Concierges are known for their resourcefulness. Getting tickets to sold-out concerts or making last minute dinner reservations at a crowded restaurant are part of a concierge's responsibility and reputation. Most successful concierges have developed an extensive network of local, regional and national contacts for a variety of services. Some hotels actually encourage concierges to visit appropriate businesses and organizations to establish and strengthen such relationships. It is also required that concierges be well versed with several foreign languages.

### 5. Handling Guest Complaints

One of the important functions of the Front office is to handle guest complaints. In spite of the staff efficiency and attentiveness, guests will occasionally be disappointed or find fault with something or someone at the hotel. The front office should anticipate guest complaints and



devise strategies that help staff effectively resolve the situation. When guests find it easy to express their opinions, both the hotel and the guests benefit.

### **UNIT -III**

#### **THE F & B DEPARTMENT**

The services in the food and beverage outlets are carried out by a team of staff under the direction of the Food and Beverage Service Department Manager, as per the standards of operations of the organization. The hierarchy in the outlets of the Food and Beverage Service department is followed by all the organizations. Unless the organization requires additional staff to perform specialized duties, the hierarchy is maintained in the similar pattern for all the outlets. The different positions in the hierarchy and their duties are:-

The Food and Beverage Service department is headed by the food and beverage service Manager. Under him will be the heads of the outlets of the hotel:-

- Restaurant Manager
- Room Service Manager
- Banquet Manager
- Bar Manager and
- Coffee Shop Manager

The duties of all department Managers, functioning as the 'Heads of Departments' can be briefly laid down as:-

- Preparing budget for the financial year
- Implementing sales promotional activities
- Menu planning and fixing service standards
- Recruiting and training staff
- Establishing good guest relationship
- Analysing sales
- Purchasing and maintaining restaurant equipment
- Maintaining stock records of the outlet
- Ensuring good work culture
- Maintaining hygiene
- Co-ordination with other departments

- Constantly evaluating systems and informing the management
- Formulating, planning and overseeing control systems, by monitoring cost, sales and profit margins,
- In consultation with the Assistant Manager and Senior Captain, the duty roster of the staff in the restaurant is prepared.

#### DUTIES OF THE DEPARTMENT HEAD

The Food and Beverage Service department Manager will perform the duties such as:-

- Liaises with the department heads to achieve the desired results
- Formulates the marketing policies
- Appointment of the right persons for the different positions in the department
- Prepares the budget for the departments in consultation with the heads of the concerned departments. Formulating, planning and overseeing control systems by monitoring costs, sales and profit margin.
- Monitoring and analysing sales of the departments and introducing promotional activities
- Studying the competitors' market strategies
- Liaise with local Government representatives from the departments of Labour, Health and Sanitation, Excise department, etc.
- Scheduling training programmes for the staff
- Maintaining relationship with the guests
- Implementing standards of hygiene and safety and,
- Investment in the equipment and updating of the outlets.

#### Restaurant Manager

The entire operations of the restaurant is under the control of the Restaurant Manager. He performs all the duties similar to that of the departmental head.

#### Banquet Manager

This department is very busy and the work load is heavier than other departments. The revenue earned is considerably higher than other food and beverage service department outlets. From the time the booking is done, till the time the bills are settled, the Banquet Manager is responsible for the successful operations of the functions.

The most important aspect of the job is to liaise with the customers, as building of relationship

with the customers helps in earning more revenue for the department. The banquet manager also co-ordinates with the chef-de-cuisine, who is the head of the kitchen, to formulate menus for the banquet functions and also price those menus to attract customers so that the sales target is achieved.

#### Banquet Sales Assistant

The Sales Assistants take the bookings by approaching the potential customers and follows through to see that, all demands of the customers are complied with. The Banquet Sales team compiles all the records for the functions of the future, with all the details given by the customers. They coordinate with the banquet operations staff to ensure that the functions are conducted as per the guests' demands.

#### Room Service Manager

In the Food and Beverage Service department, the Room Service section is responsible for the service of Food and Beverage to the guests in their rooms as per the standard procedures laid down.

#### Bar Manager

The bar is a place where alcoholic beverages are served to the resident and non – resident guests of the hotel. Strict compliance of the permissible age for the consumption of alcoholic beverages in the public places has to be adhered to by the staff of the bar. Also customers in intoxicated state, can be refused service inside the bar.

Beverage service is a profitable business. This is an area where temptations for the staff to get involved in malpractices are plenty which can ruin the business. Therefore, a very alert and conscientious staff has to be appointed with the proper training to monitor the business.

The Bar Manager must make sure that, all the documents pertaining to the procurement, storage and sales of the alcoholic beverages are maintained. These documents are specified by the Government Excise department and also by the Management.

#### Coffee Shop Manager

The entire operations of the Coffee Shop is under the control of the Coffee Shop Manager. The duties of the Coffee Shop Manager are as per the specifications laid down. As the Coffee Shop is open 24 hours, in consultation with the Assistant Manager and Senior Captain, the duty roster is made to ensure smooth functioning of the outlet.

The different positions and responsibilities of the staff under the heads of the departments are:-

#### Senior Captain / Head Waiter

The Senior Captain has the overall responsibility of running the outlet because of his experience and knowledge. He also briefs the staff about any changes in the menu from the kitchen and any other special points of service, as this will avoid taking wrong orders leading to faulty service.

At the time of service, he supervises the outlet. He takes over from any other staff member to complete the service. He should be an able organiser and tactfully handle the guests to keep them satisfied.

#### Captain / Station Head Waiter

This position exists in the Food and Beverage Service department of all major hotels or restaurants. The Captain is one of the supervisors in the large restaurants. He is in-charge of a section of the restaurant which consists of 4 to 5 tables or 20 to 25 covers, i.e., 20 to 25 guests to be looked after, during service at one time. For ease of service at a meal period, the restaurant is divided into many sections called 'stations', and each station consists of 4 to 5 tables or 20 to 25 covers.

The Captain is in-charge of the staff and their efficient performance. The Captain should possess sound knowledge of the Food and Beverage, and should be able to sell to the guests, as an efficient salesperson, to increase the sales of the restaurant.

#### DUTIES OF THE SUPPORT STAFF

##### Station Waiter / Steward

The Station Waiter is next in command to the Station Head Waiter, and should be able to take over whenever the Station Head Waiter is to be relieved. He is responsible for the smooth functioning of his station of 4 – 5 tables, consisting of 20 -25 covers.

##### Waiter

The Waiter carries out all the tasks at the tables assigned to him, to help in the service of Food and Beverage during a meal period, to assist the team in that particular station.

##### Trainees

This position is created for students who train while studying. Most of the time they help in doing simple tasks and observe the restaurant staff involved in carrying out tasks of the outlet efficiently during the service of Food and Beverage in the restaurants.

##### Barman

The Barman is the sole in-charge for the execution of orders in the bar. He is behind the bar counter. He must possess a good knowledge of all the alcoholic beverages and the service techniques involved to keep the customers satisfied. He must be a good salesman and also create the right atmosphere of goodwill. He should be fast in executing orders and efficient also.

#### Wine Waiter

The wine waiters play a very important role in the operations of the bar. He plays a major role in the execution of taking orders of alcoholic beverages and the service of beverages and cocktails. The Wine Waiter gets everything ready for the service before the bar opens. During the service period, he interacts with the guests and pays attention to their needs.

#### Room Service Waiter

The room service is a department which is open 24 hours for the service of Food and Beverage to the guests staying in the hotel rooms. When the guest places order over the telephone from the room, the order is passed to the kitchen for preparation or to the bar for the service of alcoholic beverages. In the meanwhile the waiter arranges for the service of the order. Once the food or the beverages order is ready, the waiter picks up the order and serves to the guest in the room. The Room Service Waiter should be prompt, efficient in the execution of the order and courteous to the guests.

#### Room Service Order – Taker

The Room Service Order Taker is a member of staff in the Room Service department. He reports to the Room Service Manager. The qualities of the Room Service Order – Taker should be politeness, diplomatic in handling the difficult situations and quick and efficient.

As per the procedure of the functioning of the Room Service department, the guests place orders over the phone to the Room Service department. The Room Service Order – Taker takes the order, passes it on to the Room Service Captain, who places the order to the kitchen for the preparation of the food or to the Bar if the order is for alcoholic beverages.

The Room Service Captain assigns a Room Service Waiter to execute the order. The orders and the execution exercise is recorded by the Room Service Order – Taker.

#### Hostess

The common trend among the hotels in India is to appoint a hostess to deal with the guests visiting the outlets. The qualities of a hostess should be pleasant attitude, well organised and to be able to work under stress and good in communication skills. The hostess should have a good

rapport with the staff of the outlet.

Cashier

All the outlets of the food and beverage service department have a Cashier, who reports to the Accountant of the hotel. The duty of the Cashier is to make bills as per the orders of the guests, which is conveyed by the waiting staff of the outlet. The Cashier must be well versed with the Food and Beverage served and the service aspect.

## CONCLUSION

The activities of the food and beverage department are highly complex, demanding varied skill levels to perform. Lot of expense is involved in making professionals in this department.

Therefore, the staff must be treated as an asset, and constant assessment and upgrading of their performances will yield the desired results.

## ***UNIT – IV: HOUSEKEEPING DEPARTMENT***

### **UNIT IV- HOUSEKEEPING DEPARTMENT**

#### **Role of Housekeeping Department**

Welcome to the episode on personnel of Housekeeping Department. In the previous episode you have been explained about the meaning, importance and functions of Housekeeping department.

In this episode you will be discussing on the role of the housekeeping department and its personnel. For better understanding, this episode is divided into five parts namely,

- Organizational structure of Housekeeping department of a hotel
- Roles and responsibilities of Executive Housekeeper
- Housekeeping Supervisors and other personnel of Housekeeping Department
- Functions of Housekeeping Control Desk
- Attributes of Housekeeping staff

#### **ORGANIZATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT IN A HOTEL**

The organizational structure of a housekeeping department whether in a small, medium, or large hotel is depicted using in organization chart. Let us know about the organizational structure of housekeeping department of a large hotel.

It is easy to understand the organizational structure of housekeeping department with the help of the chart depicted. If we look at the chart, we can see that the housekeeping department in a hotel is headed by the Executive Housekeeper. He/she reports to the General Manager, or to the resident manager, or the Rooms division manager in a large hotel. In the case of a chain of hotels, the executive housekeeper also reports to the director of housekeeping, who heads the housekeeping departments in all the hotels of that chain.

The Deputy Housekeeper assists the executive housekeeper and, depending on the size of the property, there can also be assistant housekeepers who look after the various areas of responsibility in the hotel, that is, floors, public areas, the linen room, and desk control.

Below the assistant housekeeper are the floor housekeepers, Desk supervisors, public area supervisors, who are entrusted with the overall maintenance of the allotted floors, desks, public areas, including cleaning the floor, ceilings, curtains, laundering, etc. Below these are the room attendants, public area attendants, cloak room attendants, tailors, linen room attendants, gardeners, etc.

#### RESPONSIBILITIES OF HOUSEKEEPING DEPARTMENT

The following are the important responsibilities of housekeeping department;

- To achieve the maximum efficiency in ensuring the care and comfort of guests & in the smooth functioning of the department.
- To establish a welcoming atmosphere.
- To ensure courteousness, reliable service from all staff to the guest.
- To ensure a high standard of cleanliness and general upkeep in all areas for which the department is responsible.
- To provide linen in rooms, restaurants, banquet halls, conference halls, health clubs etc, as well as to maintain an inventory for the same.
- To provide uniforms for all the staff & maintain inventory for the same.
- To Cater to the laundering requirements of hotel linen, staff uniforms, and guests.
- To provide & maintain the floral decorations and to maintain the landscaped areas of the hotel.
- To select the right contractors & ensure the quality of work is maintained.
- To co-ordinate renovation and refurnishing of the property in consultation with the management & with interior designers.
- To co-ordinate with the purchase department for the procurement of guest supplies, cleaning

agents, equipments, fabrics, carpets, & other items used in the hotel.

- To deal with lost & found articles.
- Carpet shampooing.
- Dealing with any guest queries, complaints & requests as they occur. and
- To keep the general manager or administrator informed of all matters requiring attention.

#### ROLES AND RESPONSIBILITIES OF EXECUTIVE HOUSEKEEPER

The Executive Housekeeper is the chief of housekeeping department. He is the overall in-charge of the activities of the housekeeping department. He/ She is the ultimate responsible for the cleanliness, beautification and maintenance of the entire hotel premises. He/ She control all the resources of the housekeeping department such as the manpower, materials, equipments, money, space and time.

The Executive Housekeeper has to perform the following roles, which includes:

- Ensuring overall cleanliness and aesthetics of the hotel.
- Ensuring overall sanitation, comfort, and ambience of the hotel.
- Recruiting new employees
- Dismissal of employees
- Training the new joiners and motivate the existing employees.
- Implementing organization's policy with respect to work schedule, duty rosters, etc.
- Modeling and establishing Standard Operating Procedures (SOPs) for cleaning and decorating.
- Monitoring regular inventory of guest supplies and linen.
- Monitoring housekeeping equipments and hotel property.
- Evaluating employee performance, and handling their training, promotions, and transfers.
- Organize flower arrangements for events.
- Keeping of all relevant documents relating to manpower, equipments, materials, etc. and
- Presenting the estimate of the required budget to the General Manager of the hotel.

#### HOUSEKEEPING SUPERVISORS AND OTHER PERSONNEL OF HOUSEKEEPING DEPARTMENT

Housekeeping Supervisors:

Housekeeping supervisors are responsible for all the aspects similar to that of the Executive housekeeper. In case, if an organization operates round the clock, there may be more than one Housekeeping supervisors to work in different shifts. Housekeeping supervisors are in turn



assisted by the floor supervisors, Desk supervisors, public area supervisors, horticulturists, etc. Housekeeping supervisors are also responsible for proper and efficient management of resources given by the Executive housekeeper to achieve the common objectives of cleanliness, maintenance and attractiveness in their shifts.

Supervisors:

Under the Housekeeping supervisors are the floor supervisors or the floor supervisors, Desk supervisors, public area supervisors, etc.

- i. Floor supervisors – the main duties of floor supervisors are;
  - a. Issuing keys to the room attendants.
  - b. Catering for VIP facilities and providing special supplies such as hot drinking water, baby-sitting provision, etc.
  - c. Assigning duties to the floor housemen and room attendants
  - d. Inspect each room completed by room attendants according to the specified room checklist
  - e. Check the inventories of linen and guest supplies, cleaning agents, etc
  - f. Training the room attendants and housemen for maximum productivity
  - g. Appraisal of room attendants and housemen periodically,
  - h. Submitting the appraisal report to their superiors
  - i. Checking security system and security aspects on guest floors
  - j. Preparing housekeeping occupancy list for the front office and
  - k. Follow up on maintenance orders sent to engineering
- ii. Desk supervisor – The desk supervisor is responsible for coordinating various departments of the organization. He/ She receives all messages, complaints, etc with respect to the cleanliness and keeps records of what work has been assigned to whom and maintains general follow-up of the same. This desk operates 24 hours as the guests, other staffs give and take information regarding various activities taking place in the hotel. The desk supervisor coordinates with the front office for information on departure rooms, rooms to be cleaned as per the instructions of the guests and handing over the cleaned rooms.
- iii. Public Area Supervisors – Public Area supervisors are responsible for the cleanliness, maintenance and beautification of all the public areas including restaurants, bars, banquet halls, garden, administrative offices, shopping arcade, swimming pools, main entrances, car park areas, etc.

Their duties include;

- a. Checking all public areas with the help of a checklist and ensure that they meet the required standards
- b. Removing furniture, curtains and other fixtures in the public areas, which require repairs, washing, etc.
- c. Maintenance of cleaning schedules as per set by the Executive housekeeper
- d. Inspecting the staff attendance
- e. Train new recruits
- f. Appraising the staffs working under his/ her control
- g. Accounting for the movement of furniture and
- h. Attending to the complaints of the superiors with regards to the maintenance of public areas
- i. Ensuring banquet and conference halls are well kept and ready
- j. Ensuring the concerned operating staff is available as per the schedule

Under the public area supervisors are the Public area attendants and cloak room attendants.

iv. Linen and Uniform Supervisors – Linen and uniform supervisors responsible for providing clean uniforms to the staff of the hotel. The job of these supervisors is most vital as almost all the hotel staffs are practically in uniforms.

Their duties include;

- a. Inspecting linen and sending it to the laundry.
- b. Checking linen received from laundry.
- c. Checking repaired linen from tailor room.
- d. Suggesting linen replacements if required.
- e. Assigning work to the tailors
- f. Providing clean and fresh uniforms to the hotel staff.
- g. Maintaining effective control system to issue clean linen and uniforms
- h. Coordinating closely with the laundry department for timely receipt of fresh and clean uniforms and linen
- i. Conducting periodic inventories of linen and uniforms
- j. Ensuring the proper maintenance of linen and uniform rooms
- k. Suggesting procurement of any uniforms required.

- l. Checking repaired uniforms received from tailor room.
- m. Keeping track of number and condition of uniforms.
- n. Training the staffs to perform to their best and
- o. Maintaining the relevant records of material, uniforms, linen and their storage and movement.
- v. Night Supervisors – Night supervisors handle all aspects of housekeeping at night including desk control operations, issue of linen and uniforms in an emergency, etc. The night supervisors take care of the guest rooms, public areas, linen and uniform rooms too. Usually, night supervisors have larger decision making authority than other supervisors as they are the main housekeepers for the night. Room attendants and housemen report to the night supervisors.

Their main roles are;

- a. Ensuring provision of guest supplies such as water, extra bed, fans, or towels.
- b. Ensuring the operating staff working at night is following all cleaning SOPs.
- c. Supervising hotel area at night and ensuring cleanliness in all areas of hotel.
- vi. Chief Horticulturist – Chief horticulturist supervises the gardeners who maintain hotel garden and flowers kept in public areas to increase the aesthetic appeal of the hotel. They are also responsible for;
  - a. Ensuring the prescribed landscaping of the garden around the hotel
  - b. Providing seasonal chart for maintenance of plants and flowers in the garden
  - c. Briefing and allotting day's work to the gardeners
  - d. Procuring plant seeds and flowers from reliable sources at reasonable costs
  - e. Procurement and proper issue of manure and fertilizers
  - f. Ensuring that the gardeners are following the correct maintenance schedules
  - g. Reporting water shortage problems and suggesting alternatives
  - h. Maintaining nursery at optimum conditions and ensuring continuous supply of saplings and
  - i. Ensuring the proper maintenance of lawns, public areas inside the hotels, floors, etc.
- vii. Operating Staff/Attendants: The positions and responsibilities of the Operating Staff/Attendants are explained below.
  - a. Uniform Room Attendant: The uniform room attendants are responsible for;
    - Collecting uniforms of staff at the end of every shift and maintaining them to be used for the next time.

- Maintaining the shelves of uniforms and linens clearly and
- Giving and taking back the uniforms from the staff.

b. Linen Room Attendant: The Linen room attendants perform their roles in;

- Segregating the dirty linen according to its type and sending it to the laundry.
- Keeping the track of linen count before and after laundry.
- Stacking towels, bed sheets, pillowcases, table napkins separately into different sections of shelves.

c. Guest Room Attendants – They are responsible for;

- Reporting to the floor supervisor.
- Cleaning the guest rooms, guest bathrooms, and the corridors.
- Changing the linen of the guest room and guest bathrooms.
- Topping up the guest supplies.
- Making guest-room beds.
- Replenishing the hotel cleaner's trolley with supplies and linens for the next shift or staff.

d. Storekeeper – Storekeeper's job is to

- Report to the floor supervisor.
- Keep the count of cleaning equipment and items such as cleaners and detergents and
- Generate requisition to purchase the required material.

e. Public Area Attendants – Public area attendants perform tasks such as;

- Reporting to public area supervisor.
- Keeping the parking, lobbies, guest rooms, lifts, and corridors in best maintained status.
- Keeping these areas smelling fresh and clean.

f. Night Shift Attendants - Night shift attendants are responsible for

- Reporting any hotel safety issues to the night supervisor.
- Performing all housekeeping duties during night.

#### FUNCTIONS OF HOUSEKEEPING CONTROL DESK

Housekeeping Control desk is said to be the heart of the housekeeping department. The control desk is normally located next to the office of Executive housekeeper and possesses all information which is received from various sources and the same is conveyed to other staffs of the department. The main function of the control desk is to ensure smooth coordination between the housekeeping department and other departments.

The important functions of the housekeeping control desk are;

- 1.Receiving messages from the in house guests such as request for extra beds, blankets, pillows, etc.,
- 2.Maintaining intra and inter departmental communication
- 3.Receiving the information regarding the expected and existing crew from the front office
- 4.Receiving the room maintenance requirement from the front office based on the expected occupancy
- 5.Controlling the functions of the room attendants with respect to the engaged rooms, departure rooms, ready rooms, etc.,
- 6.Formulating the day cleaning schedules, night cleaning schedules, weekly cleaning schedules, daily roster of supervisors and staffs, etc.
- 7.Maintenance of all needed records, registers, forms, formats which may be required by the supervisors and managers.
- 8.Arranging for trolley and pantry and
- 9.Requisitioning and maintaining the room inspection report

#### ATTRIBUTES OF HOUSEKEEPING STAFF

There are certain professional attributes that the housekeeping staff is required to possess. These attributes are relating to personal hygiene, intra and inter personal skills and cooperative attitude. Let us learn about these attributes.

- The Housekeeping staffs must be well-groomed with high degree of personal hygiene.
- They must have trimmed nails and hair, and clean uniform.
- They must possess a clean and pleasant appearance. They should speak in a friendly but sincere tone.
- They are to speak clearly in audible voice of moderate pitch.
- They should maintain polite eye contact while interacting with the hotel guests.
- They should possess the right attitude.
- They should have good listening skills to avoid any miscommunication.
- They should be a good team player.
- They should be able to retain and pursue the demand of the guest until it is fulfilled.
- They are expected to be sincere and transparent in their approach
- They should respect each hotel guest they are dealing with. They must conduct themselves

confidently and courteously and

□ They should have high integrity.

To sum up,

Housekeeping department plays a vital role in any hospitality organization. The structure of housekeeping department can be best understood with the help of the housekeeping organizational chart.

The housekeeping department is headed by the Executive housekeeper and under him or her is the Deputy housekeeper who instructs the assistant housekeepers about the operations of the department. Below the assistant housekeepers there are a number of persons like the floor housekeepers, Desk supervisors, public area supervisors, linen and uniform supervisors, night supervisors and horticulturists, all of which are supposed to report to the assistant housekeepers. The housekeeping department is responsible for achieving maximum efficiency in ensuring the care and comfort of guests with respect to maintenance of overall cleanliness and beautification of the premises of the establishment.

The Executive housekeeper holds the ultimate responsibility of maintenance of overall cleanliness and ambience both inside and outside the hotel. Assistant housekeepers work in different shifts and supervise their subordinates, i.e., the supervisors with respect to the discharge of their duties. The various supervisors under the assistant housekeeper in turn manages their area of performance.

The housekeeping control desk works like a nerve center which receives information, messages and complaints from various sources and disperses them to the concerned supervisors and make follow-ups of the dispersed information.

Housekeeping staffs should possess necessary attributes such as personal hygiene, intrapersonal skills, interpersonal skills and cooperative attitude in their area of performance.







