

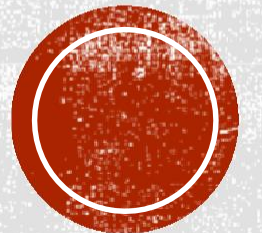


香港都會大學
HONG KONG
METROPOLITAN
UNIVERSITY

(前身為香港公開大學 Formerly The Open University of Hong Kong)

**Enriching Knowledge for the SS Tourism and Hospitality Studies
Series: Introduction to Hospitality — Accommodation Sector (New)
Sharing on Housekeeping**

13 May 2022



潘偉榮
Wing Poon

助理管家
Assistant Housekeeper

香港金域假日酒店
Holiday Inn Golden Mile Hong Kong
香港九龍尖沙咀彌敦道50號
50 Nathan Road, Tsim Sha Tsui,
Kowloon, Hong Kong
T +852 2369 3111 Ext.1365
F +852 2315 1117
E waiwing.poon@ihg.com

+852 2369 3111
higoldenmile.com



IHG® 旗下酒店

香港金域
GOLDEN MILE HONG KONG

Wing Poon

- **Working in HIGM since 2012**
2012 年加入香港金域假日酒店
- **Promoted to Assistant Housekeeper since 2018**
2018 年獲晉升為助理管家

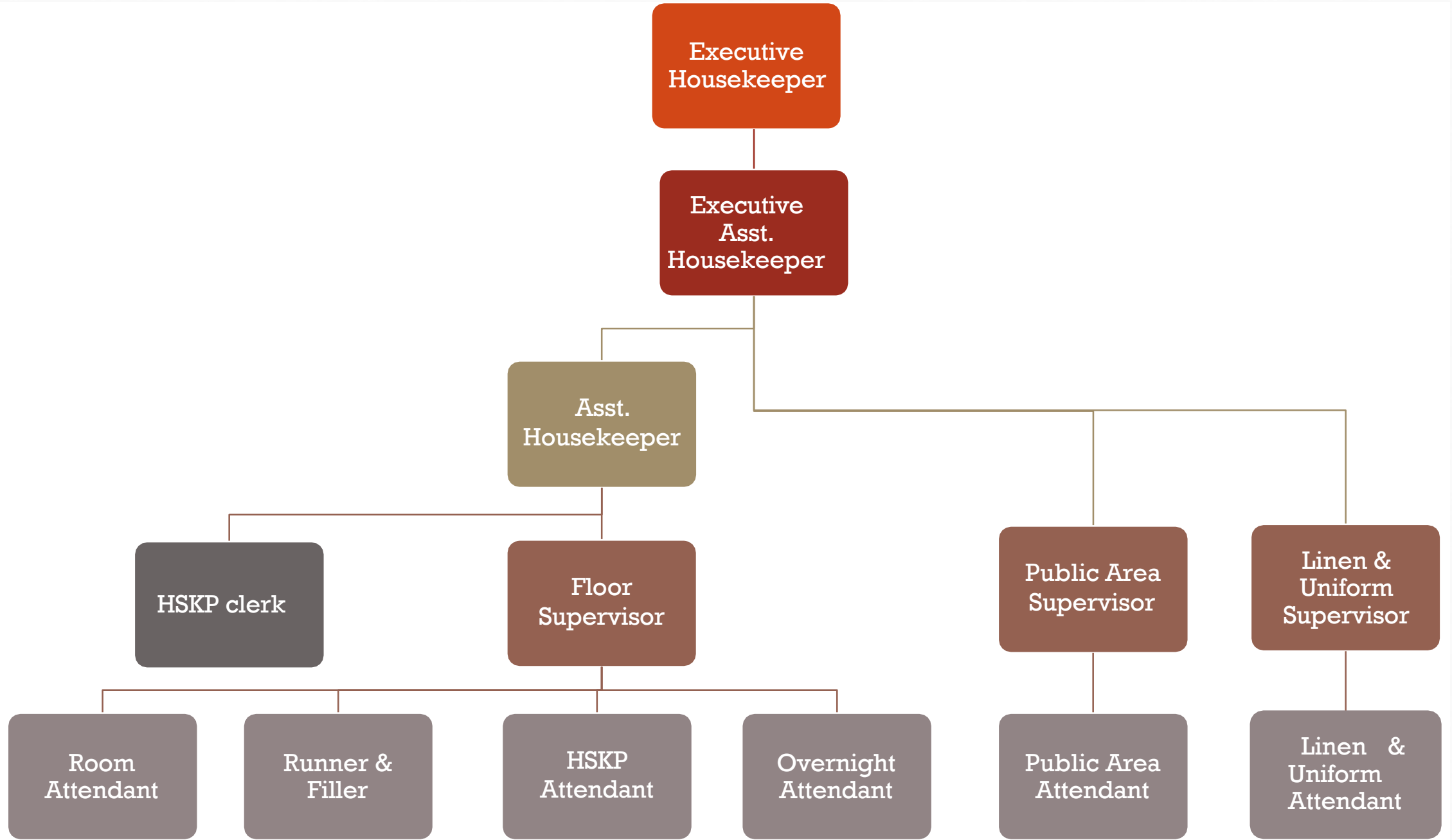


Daily Duties

Assistant Housekeeper:

- Daily job allocation
- Daily manpower arrangement
- Roster planning
- Amenities ordering

Housekeeping Department Organization





Address 地址:

50 Nathan Road, Tsim Sha Tsui, Kowloon
九龍尖沙咀彌敦道50號

Tel. 電話:

(852) 2369-3111

Opened on 啟業:

8 June 1975 – Soft Opening
12 November 1975 – Grand Opening

Total no. of room:

621

Ownership:
酒店業主:

The Harilela Hotels Limited
夏利里拉酒店有限公司



The Hari, Hong Kong



**Holiday Inn Golden Mile
Hong Kong
香港金域假日酒店**

About IHG – Global Profile

關於洲際酒店集團 – 全球資料

IHG®

Hotels and Resorts

Global

Americas

EMEA

Greater China

6,031

Open hotels

1,791

Pipeline hotels

889,164

Open rooms

270,274

Pipeline rooms

Figures include IHG's 125 unbranded, Vignette Collection, PAL and InterContinental Alliance hotels (39,541 rooms), and 15 hotels in the pipeline.



SIX SENSES 19

Hotels

REGENT

7

Hotels



INTERCONTINENTAL
HOTELS & RESORTS

205

Hotels

VIGNETTE™
COLLECTION

KIMPTON
HOTELS & RESTAURANTS

75

Hotels

HOTEL
INDIGO

129

Hotels



21

Hotels



HUALUXE

華邑酒店及度假村 15

Hotels



CROWNE PLAZA

407

Hotels

VOCO

23

Hotels



Holiday Inn 1,223

Hotels



3,022

Hotels



28

Hotels



43

Hotels



318

Hotels

ATWELL
SUITES



359

Hotels

Figures as of 31 September 2021



InterContinental
Grand Stanford Hong Kong
海景嘉福酒店



Holiday Inn Golden Mile Hong Kong
香港金域假日酒店



Holiday Inn Express
Mong Kok
旺角智選假日酒店

HOLIDAY INN GOLDEN MILE HONG KONG



Let's see the movie: <https://www.youtube.com/watch?v=7prSFtFTjXo>



ROOM TYPES

OUR ROOM TYPES

Deluxe Room

豪華客房



Premier Room

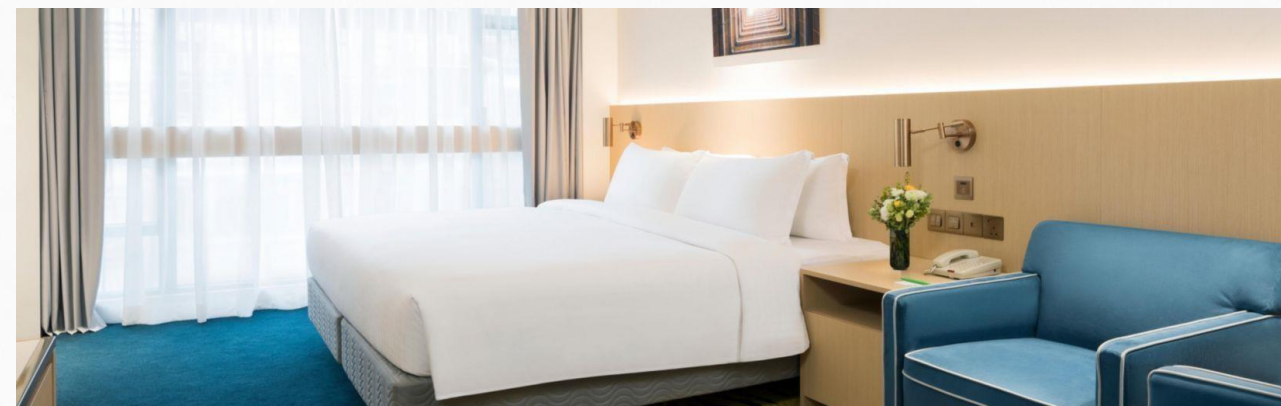
& Premier Triple Room

尊貴豪華客房及三人客房



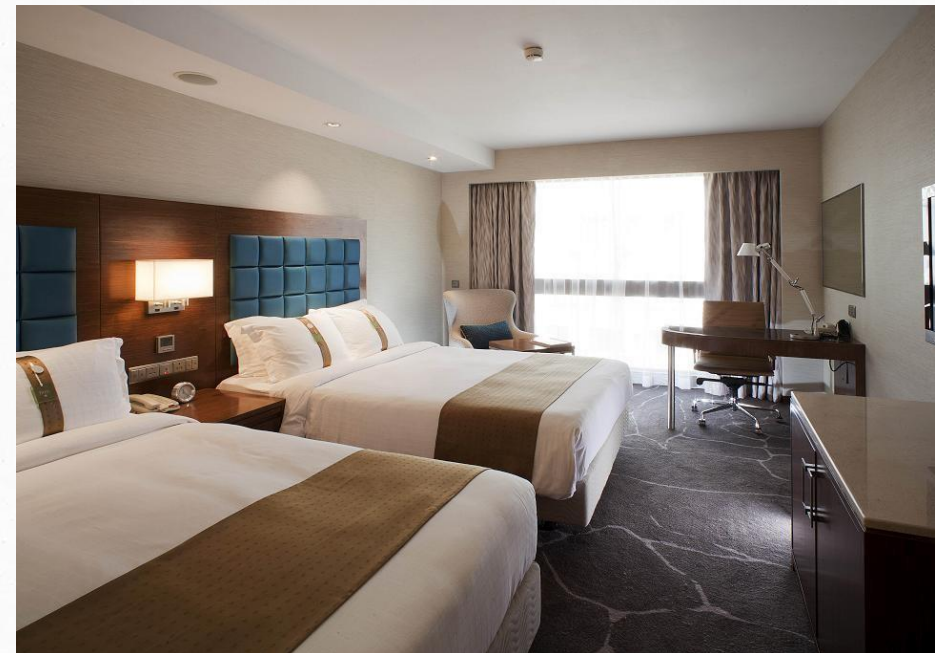
OUR ROOM TYPES

Premier Plus Room 優尚豪華客房



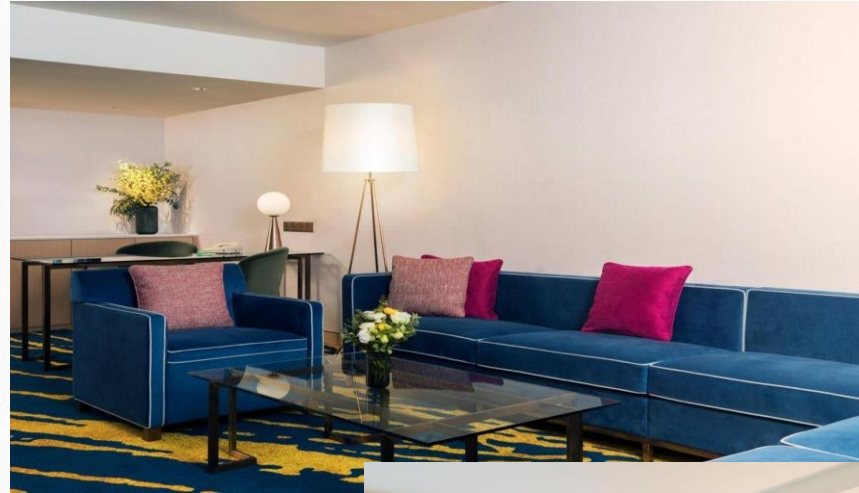
Executive Club
Floor Room

行政樓層客房



OUR ROOM TYPES

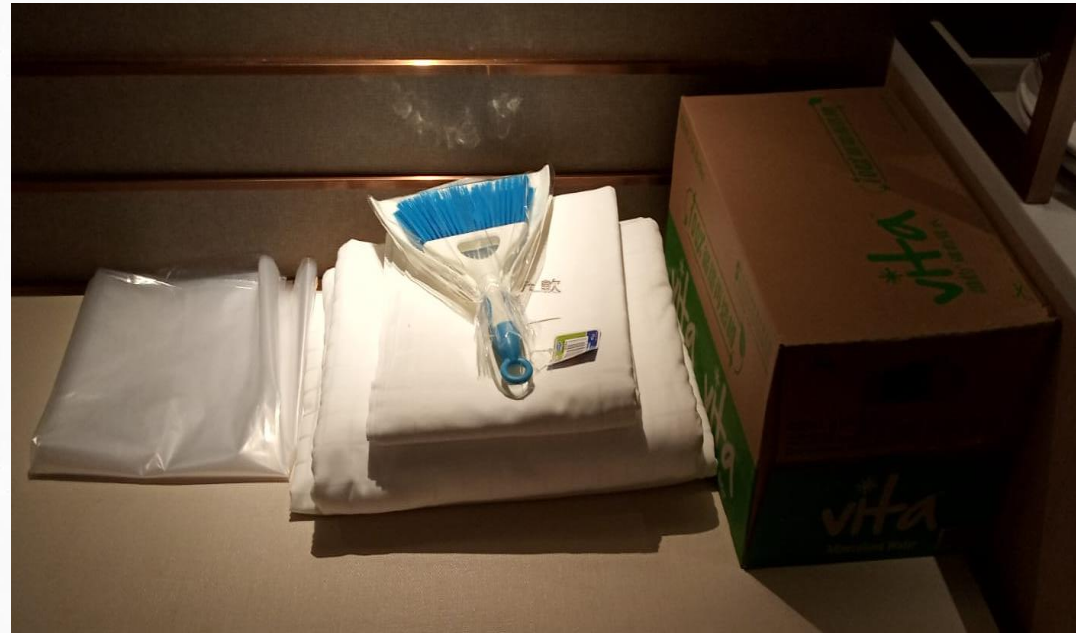
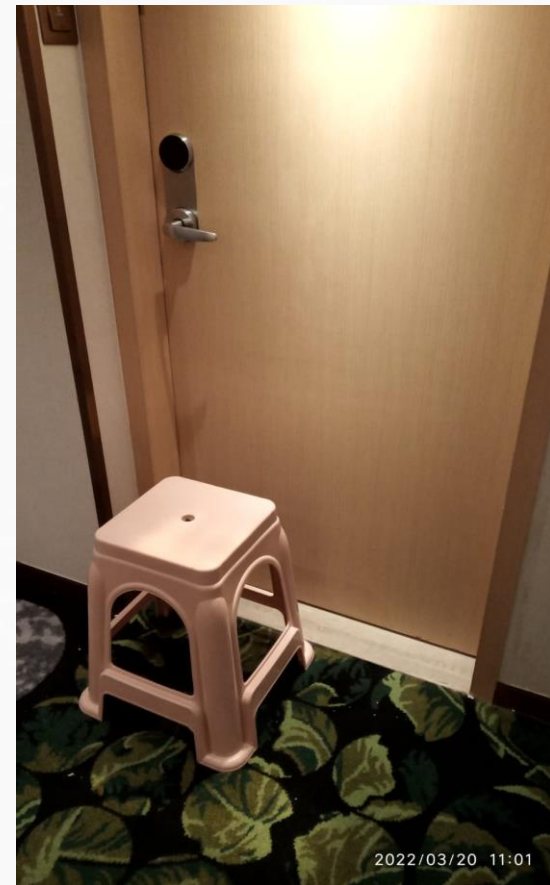
Superior Suite 行政套房



Designated Quarantine Hotel



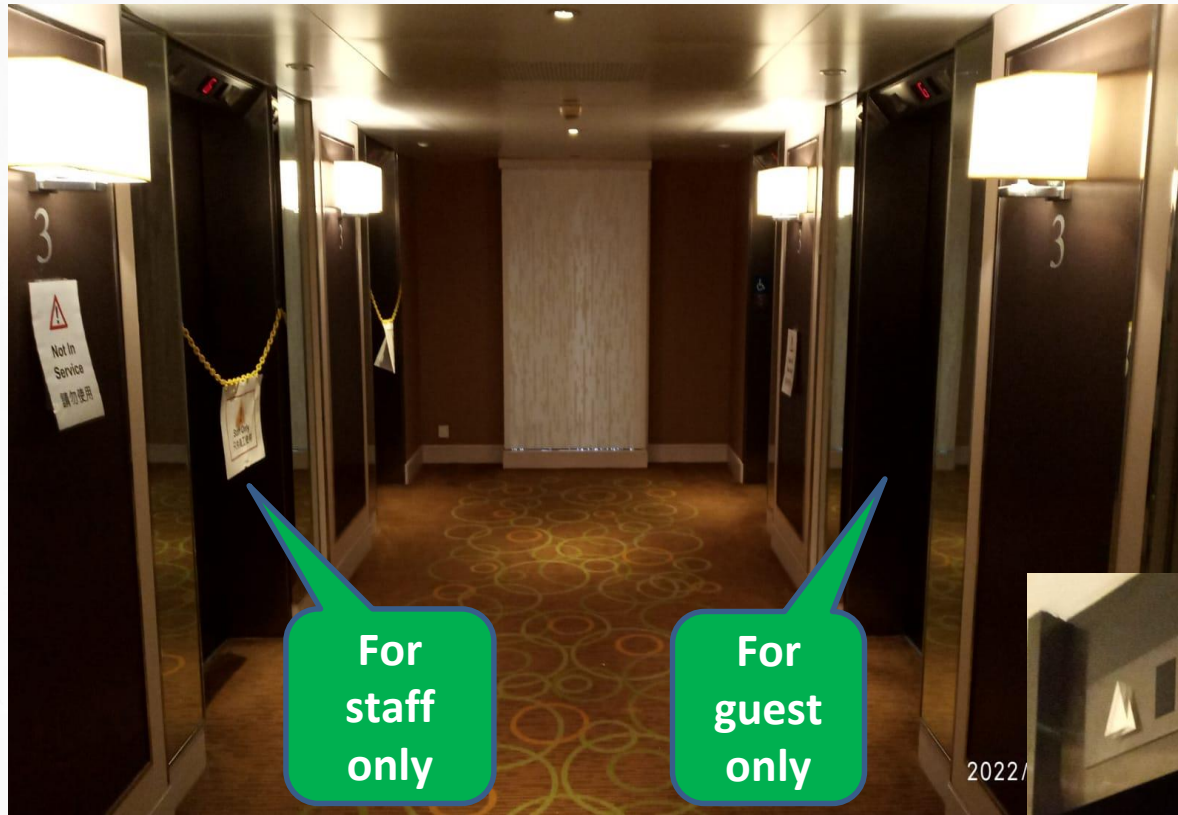
Guestroom set up – Bedroom



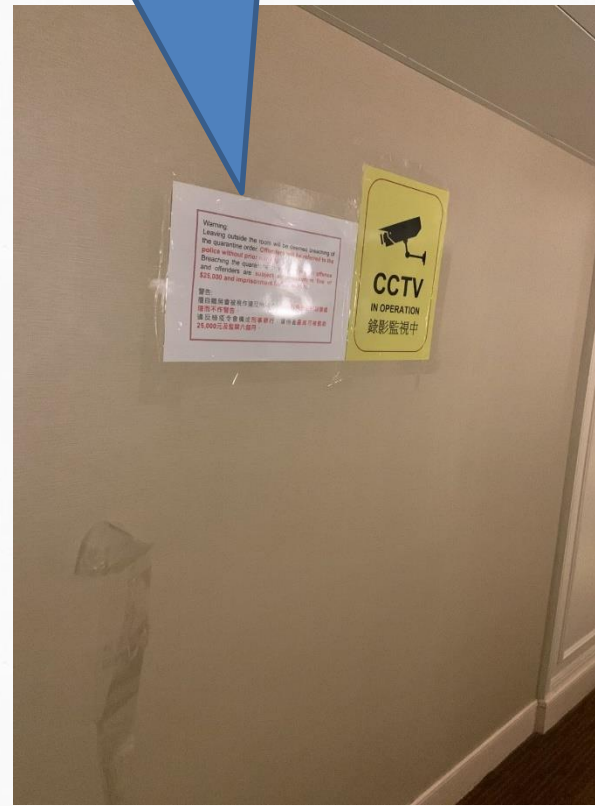
Guestroom set up – Bathroom



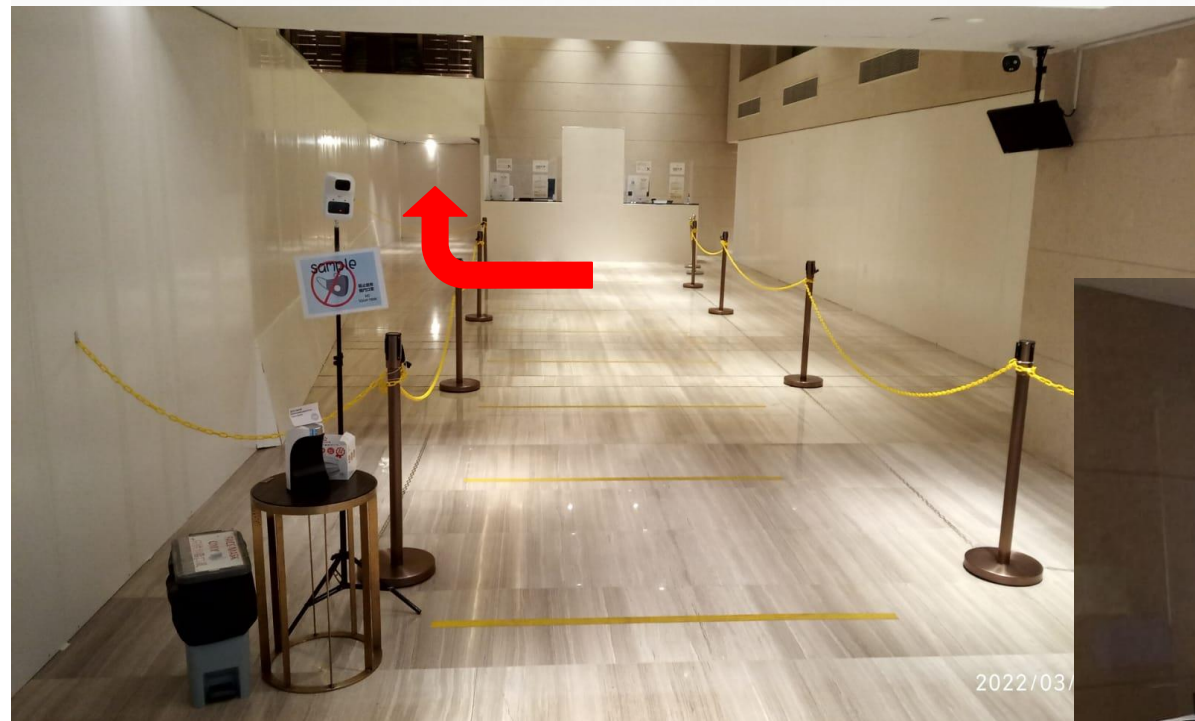
Public area — guest lift lobby



Public area — guest floor corridor



Check in lobby



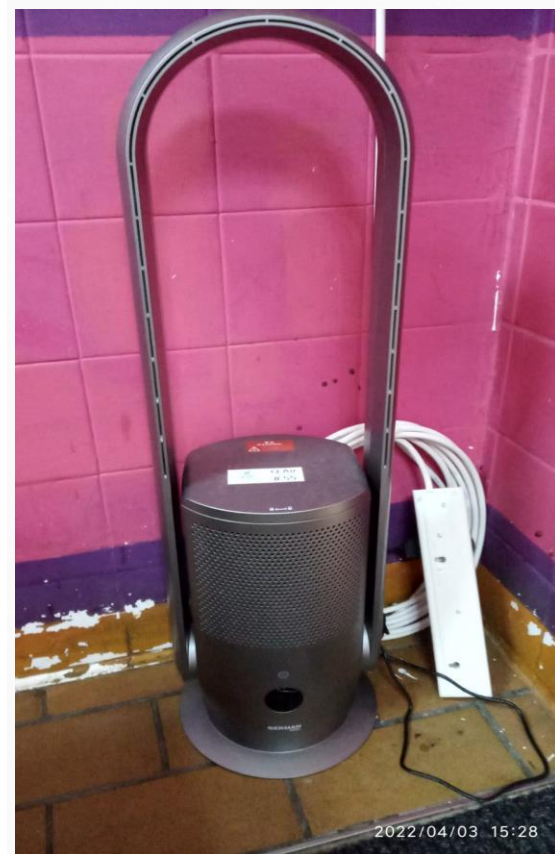
Check out lobby



Back of house area — staff locker



Back of house area — staff canteen



Covid -19 test for staff

Self testing before going to work



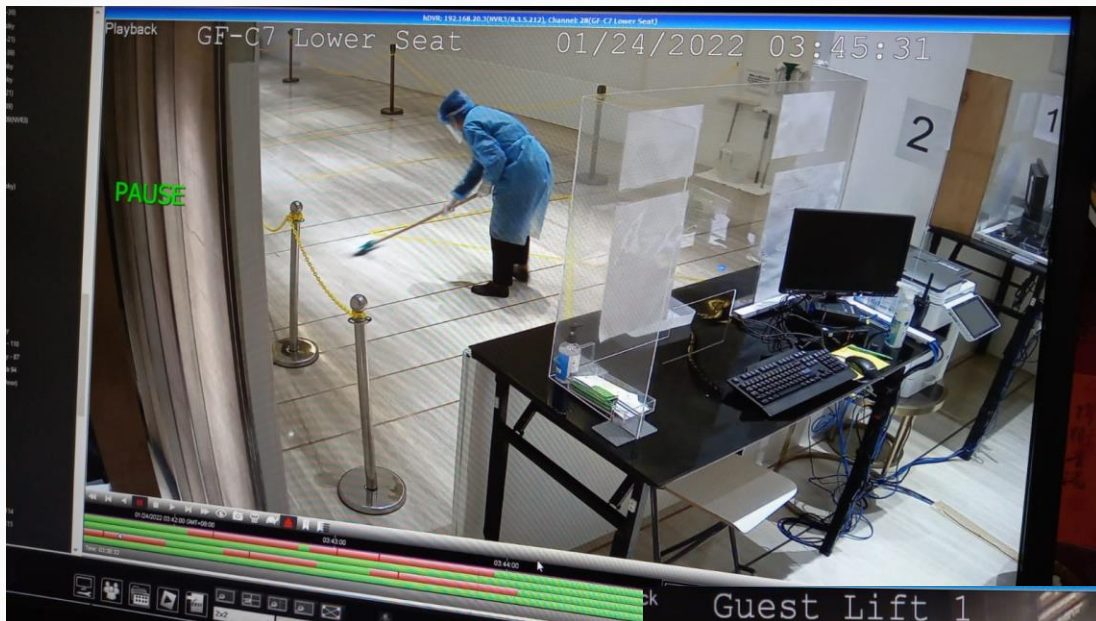
Covid – 19 test in community testing Centre once per week



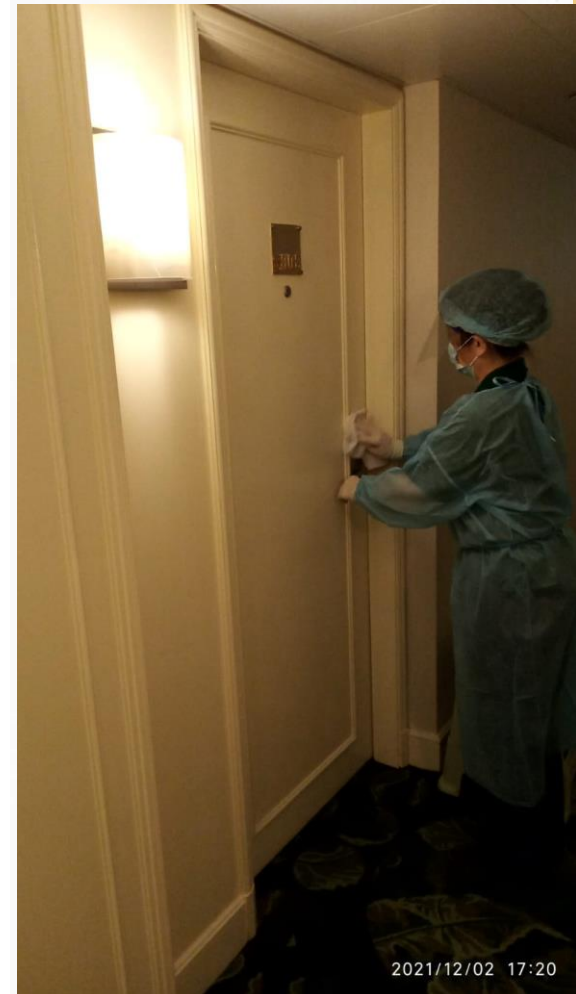
Daily operation - assist compliance team to carry on swab test for guest



Daily operation - Sanitizing after guest checked-in(check in Lobby)



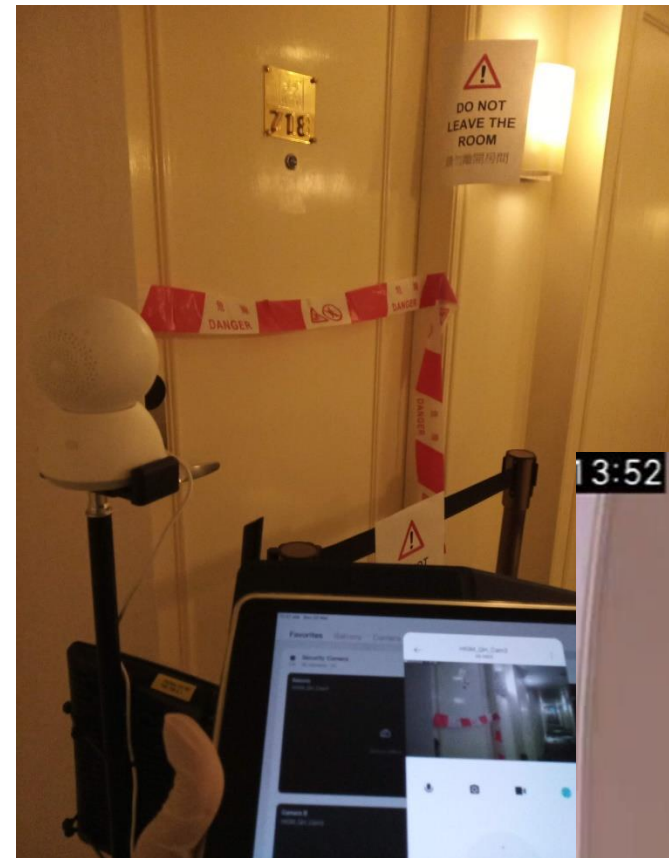
Daily operation - Sanitizing after guest checked-in / swab test (guest floor corridor)



Daily operation - Sanitizing guestroom after guest checked-out



Confirmed case handling



13:52





1. Is everyone suitable to work at Housekeeping Department?
2. Are there more promotion opportunities in Housekeeping Department than Front Office and F&B?
3. Will it be easier to get Covid – 19 if working at designated quarantine hotel compared with non-quarantine hotel ?