

Module (II)

Introduction to Hospitality - Accommodation Sector

21 June 2018

Key Topics



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- Introduction to the Hospitality Industry
 - The nature of the hospitality industry
- Introduction to the Accommodation Sector
 - Classification of accommodation establishment
 - The accommodation product
 - Types of hotel guest
 - Guest cycle
- Introduction to the Hotel Operations
 - Hotel ownership and modes of management
 - Key departments in a hotel and their functions

Key Topics (Cont'd)



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- Introduction to the Room Division
- Front Office Operations
 - Functions of the front office department
 - Main duties of front desk
- Housekeeping Operations
 - Functions of the housekeeping department
 - Room status codes
 - Security procedures

The Nature of the Hospitality Industry



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- Hospitality comes from an old French word, “hospice” which means “to provide care/ shelter for travelers.
- The act of kindness in welcoming and looking after the basic needs of guests or strangers, mainly in relation to food, drink and accommodation
- Contemporary Explanation:
 - The relationship process between a customer and a host

The Nature of the Hospitality Industry (cont'd)



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- When people travel for business or for leisure, they need a place to stay and/ or to eat.
- Hospitality industry refers to the organisations which provide food and/or drink and/or accommodation to people who are “away from home”.

Characteristics of the Hospitality Industry



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- Product-service mix
 - Tangible products and intangible services
 - Tangible features can be easily imitated by competitors
 - But the qualities of staff and the way they deliver the service
- Two-way communication
 - Customers and staff
 - Between staff and departments are also important
- Relationship building
 - Long term customer relationship helps generating stable revenue for the organisation

Characteristics of the Hospitality Industry (Cont'd)



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- Diversity in culture
 - Customers are from different regions
 - Colleagues may have different backgrounds or cultures
- Labour intensive
 - Requires a lot of staff to provide service to customers
 - Advanced technology can only replace some simple tasks in the service process
 - In order to provide care to the customers, high degree of human contacts and personalized services are expected

Relationship Between the Hospitality Industry and Tourism



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- People travel for many reasons:
 - For vacation
 - For work, meeting and/ or conference
 - For working-holiday
 - For education tour
 - For sports

Scope of the Hospitality Industry



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Travel	Lodging	Food and Beverage	Recreation and Entertainment
<ul style="list-style-type: none">• Airlines• Railways• Cruises• Coaches• Automobiles• Spacecraft	<ul style="list-style-type: none">• Hotels• Motels• Service Apartments• Resorts• Guesthouses	<ul style="list-style-type: none">• Restaurants• Cafés• Bars• Cafeterias• Inflight Catering	<ul style="list-style-type: none">• Attractions• Gaming• Parks• Clubs

Career Natures in the Hospitality Industry



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Variety of career choices

- Local and overseas
- Accommodation and food service sectors
- Back-of-the-house and front-of-the-house
- Different types of hospitality industry segments:
 - Lodging
 - Restaurants and food services
 - Recreation and entertainment
 - Travel and tourism

Career Natures in the Hospitality Industry (Cont'd)



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- Meeting people with different backgrounds and cultures
 - Serve customers from different countries
 - Work with colleagues from different backgrounds
 - Different religions
 - Different perspectives
 - Different values

Example:

A Recruitment Advertisement



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Guest Relations Officer - F&B Reservation Center

Job Duties:

- Acts as reservation hub for all F&B outlets within the hotel
- Captures sales from in-coming enquiries and coordinate details of each reservation
- Provides update and accurate information, menu, dress code of each outlet to customers
- Obtains guest dining, seating or any other preferences to provide personalized service
- Coordinates menu preparation between guests, chefs and restaurant managers
- Acts as host upon guest arrival, review reservation book and table setup

Career Natures in the Hospitality Industry - Advantages



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- Long-term career development
 - Starting from entry-level
 - Clear and diversified career path
- Fringe benefits enjoyed by employees
 - Uniforms
 - Duty meals
 - Discount rate for room reservations
 - Discount on hotel restaurants

Career Natures in the Hospitality Industry – Disadvantages



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- Long and non-regular working hours
 - Overnight shift
 - Split shift
 - Work on public holidays
 - Overtime works
- Work under pressure
 - Maintaining high quality and efficient service without keeping customers from waiting
 - Dealing with complaints and angry customers

Career Natures in the Hospitality Industry – Disadvantages (Cont'd)



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- Low starting salary
 - Staff with no experience generally have low starting salary
- Perception of low job status
 - Compare with other industries

Career Path in the Hospitality Industry



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- Supplementary Reading:
 - Get to know Richard Munro
 - Richard Munro is the chief executive of the Accommodation Association of Australia.
 - The Hotel Conversations, 12 August 2016
<https://www.thehotelconversation.com.au/profiles/2016/08/12/get-know-richard-munro/1470962803>

Who are We Serving?



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- I am your guest
- I am sophisticated
- I want my service to be perfect
- I have other choices

The Qualities of the Hospitality Practitioner



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Great hospitality employees should have:

- interest in working with people and taking care of them
- commitments in ensuring customer satisfaction
- excellent communication skills
- excellent interpersonal skills
- strong leadership skills

And they should be:

- organized and multitasking
- very thorough in their work
- enthusiastic about giving customers the best experience ever

Classification of Accommodation Establishment



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- Non-commercial
 - Private home, halls of residence provided by universities
- Commercial
 - Hotels, motels, resorts and service apartments

Definition of a Hotel



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- “Hotel” means an establishment held out by the proprietor as offering sleeping accommodation to any person 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.

The Hotel Proprietors Ordinance Chapter 158

Hotel Classifications



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- By price
 - Limited-service hotels
 - Select-service hotels
 - Full-service hotels
 - Luxury hotels
- By market segment
 - Business hotels
 - Resorts
 - Casino hotels
- By location
 - Downtown hotels
 - Suburban hotels
 - Airport hotels
 - Highway hotels

Hotel Classifications (Cont'd)



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- By size
 - Small hotels with 10 rooms or less
 - Big hotels with over 1,000 rooms, e.g. L'hotel Nina et Convention Centre with 1,608 rooms
- By staff to room ratio
 - Higher staff to room ratio means more personalized services could be offered
- By function
 - For meeting and convention
 - For leisure

Hotel Classifications (Cont'd)



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- By distinctiveness of style or offerings
 - All-suite hotels
 - Extended-stay hotels
 - Historic conversions
 - Bed-and-breakfast inns (B & B)
 - Boutique hotels

Hong Kong Tourism Board (HKTb) Hotel Classification System 2017



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Rating is based on the performance of 5 key indicators:

1. Facilities
 - F & B, IT business, health and other facilities
2. Location
 - Hotels situated in Tsim Sha Tsui, Central, Admiralty, Causeway Bay and International Theme Park would get the highest score
3. Staff to Room Ratio
 - higher than 1, between 1 and 0.5 or lower than 0.5
4. Achieved Room Rate
 - higher than HK\$1,300, between HK\$1,300 and HK\$800 or lower than HK\$800
5. Business Mix
 - More than 20% or less than 20% of business visitors

Hong Kong Tourism Board (HKTb) Hotel Classification System 2017



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- High Tariff A Hotels
- High Tariff B Hotels
- Medium Tariff Hotels
- Tourist Guesthouses

Other Hotel Rating Systems



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- Star Award
 - By The Mobil Travel Guide
 - 1-5 stars
- Diamond Award
 - By American Automobile Association
 - 1-5 points

Common Types of Hotels in Hong Kong



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- City center hotel
- Suburban hotel
- Airport hotel
- Convention hotel
- Commercial hotel

Common Types of Hotels in Hong Kong (Cont'd)



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- Resort hotel
 - e.g. Hong Kong Gold Coast Hotel, Hong Kong Disneyland Resort, Auberge Discovery Hotel
- Boutique hotel
 - e.g. The Pottinger, Hotel Stage, Ovolo Southside
- Extended-stay hotel or serviced apartment
 - e.g. Somerset Victoria Park Hong Kong, Shama Central Hong Kong
- Historic conversion hotel
 - Hullett House, Tai O Heritage Hotel
- Hostel
 - Y Loft (Chai Wan), Youth Hostel Association

Differences between Guesthouse and Serviced Apartment



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Guesthouse

- provides homely environment with hotel services
- tends to be cozier and one has the opportunity to meet other guests as well as the hosts, e.g. a common breakfast and coffee room where all the guests can gather

Serviced Apartment

- provides all the home facilities but with limited service, e.g. weekly cleaning service
- provides more privacy as it would not host any other guests in the same apartment

Historic Conversion Hotels (Cont'd)



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- Supplementary Reading:
 - Hotel Luna: A bite at the museum
 - Words by: Vic S. Sevilla
 - Image by: Emman Peregrin
 - Asian Traveler (2018)

<http://asiantravelermagazine.com/hotel-luna-a-bite-at-the-museum/>

Burj Al Arab Hotel, Dubai



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- Sail-shaped exterior
- Ultra-modern interiors
- Optional chauffeur-driven Rolls-Royce
- A luxurious 2-storey spa
- 2 gyms
- 2 panoramic pools
- Yoga studio
- Heliport
- 202 deluxe suites
- From 169 square meters
- Prices from USD1,500 to USD30,000 per night
- 7 restaurants
 - One is 200 meters high
 - One took ten minutes of travel by submarine

7-Star Hotel (Cont'd)

The unique features of seven star hotels are:

- rare and discreet opulent decorations
- personal butler
- private swimming pool
- private check-in
- private luxury limousine

One very special feature in a 7-star hotel is:

- Staff are required to know their guests well
- They know the likes and dislikes of a guest
- Making sure of a remarkable, personalized services are provided

The Accommodation Product



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Grading of Room

- Standard Room
 - The most ordinary type of room in a hotel
 - With a ordinary view, low floor
 - Basic setting
 - Lower room rate
- Superior Room
 - With a better view, e.g. city view or side harbor view
 - Upscale setting, middle floor
 - Moderate room rate
- Deluxe Room
 - With the best view in the hotel, e.g. sea view, high floor
 - Grand setting
 - Higher room rate

Types of Room

- Single Room
- Double Room
- Twin Room
- Double-Double Room
- Triple Room
- Hollywood Twin Room
- Suite
- Presidential Suite
- Villa
- Executive-Floored Room
- Accessible Room
- Balcony Room
- Room for Extended Stay
- Smoking/ Non-smoking Room
- Adjacent Room
- Adjoining Room
- Connecting Room

Types of Room (Cont'd)



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Hollywood Twin Room

Twin Bed Room

Connecting Room



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One Bed Room Suite



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Presidential Suite



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Villa



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Themed Room



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Animal Themed

Gas Station Themed

Room Rates



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- Published rate/rack rate/tariff rate
- Corporate rates
- Airline contract rates
- Government rates/consulate rates
- Free independent travelers (FIT) rates
- Group rates
- Membership rates
- Industry rate / hotelier rate
- Seasonal rate
- Festival rate
- Package rate
- Half-day rate
- Complimentary rate

Type of Hotel Guests

- Leisure travelers
- Corporate business travelers
- Free independent travelers (FITs)
- Group inclusive tours (GITs)
- Domestic tourists
- Conference participants
- Very important persons (VIPs)
- Incognito

Types of VIPs

- General managers or vice presidents of companies
- Travel agents
- Honeymooners
- Famous persons: artists, celebrities, musicians... etc.
- Loyalty members
- Owner of the hotel
- President of a country
- Government officials

VIP Amenities/Treatments



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Usual Amenities (Depending on Level of importance)

- Welcome drink
- Fruit basket
- Flower setting
- Champagne
- Kimono, personalized
- Newspaper, guest preference

Special Treatments

- Birthday
- Honeymoon arrangement
- Wedding anniversary

Different Types of Guest Requests



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- Butler service
- Tour booking
- Spa facilities
- Sports facilities
- Concert tickets
- Transportation service
- Valet parking
- Shuttle bus service
- Restaurant recommendation and reservation
- Room service
- In-room movie
- Baby sitting
- Laundry cleaning
- Shoe polishing
- Wake-up call service
- Safety deposit box
- Internet service
- Room cleaning service
- Turn down service
- Express check-in / check-out

The Need of Butler Service



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- Extra levels of service
- Provision of luxury services
- Organisation of specific needs, such as travel
- Care of customers' guests
- Sourcing goods and services
- Care and service of wines and other drinks
- Service of a wide range of foods

Butler Service in Luxury Hotels



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Butler Service



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Beverage Service

- Arrange coffee or tea service upon arrival
- Draw the shades after morning wake-up call
- Deliver coffee or tea together with newspaper and weather forecast
- Offer complimentary in-room beverage service at any point during the stay

Food Service

- Serve breakfast in the morning
- Serve lunch and dinner in or outside the room, e.g. on the hotel beach, at the garden
- Present the food to guests on occasions
- Provide guéridon service
- Organise banquet service

Butler Service (Cont'd)



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Unpacking & Packing Services

- Take care of the unpacking and storage of luggage
- Press garments and return them to wardrobe
- Assist with gathering and folding garments to prepare the luggage before departure

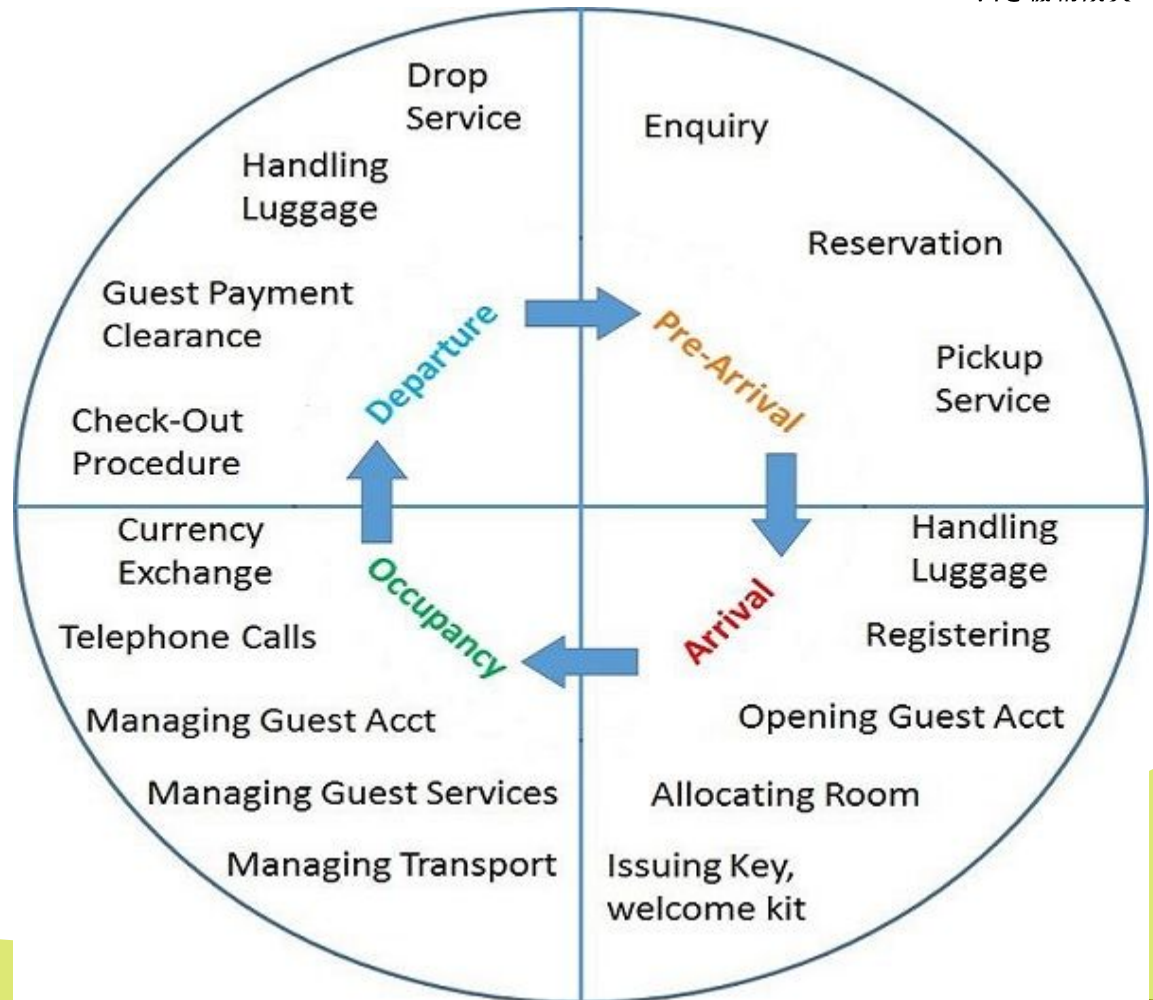
All Other Services upon Request

- Flower arrangement
- Entertainment activities arrangement
- Serve the guest any need, at any time, even when they are outside the hotel

Four Phases of the Guest Cycle

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1. Pre-arrival
2. Arrival
3. Occupancy
4. Departure



1. Pre-Arrival

Reservation agents

- Receive and answer guest enquiry
- Accept and input room reservation
- Record guest requests
- Input airport pickup service, if needed
- Proceed pre-registration
- Assign rooms for guest arrival

2. Arrival

Concierge

- Receive guest luggage
- Send to guestroom after guest check-in

Reception

- Guest registration
- Opening guest account
- Room allocation
- Collect deposit
- Issuing room key

Guest service agents

- Escort guest to the room

When the guest stays in the room the occupancy stage of the guest cycle begins.

3. Occupancy

Front desk staff

- Coordinate guest requests
- Provide information and supplies to the guests
- Provide safe deposit service
- Provide currency exchange
- Post charges to guest account
- Check guest accounts against the credit limit

Concierge

- Arrange transportation
- Restaurant recommendation and reservation
- Local entrainment recommendation and ticketing

4. Departure

Concierge

- Collect guest luggage from the room
- Arrange transportation

Cashier

- Prepare accurate statement of the settled accounts
- Collect room keys
- Update the rooms availability status
- Notify the housekeeping department

(For hotels using property management software the status of the room is updated automatically)

Hotel Phonetic Alphabets



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- A = Able
- B = Baby
- C = Charlie
- D = David
- E = Easy
- F = Father
- G = George
- H = How
- I = Item
- J = Jimmy
- K = King
- L = London
- M = Michael
- N = Nancy
- O = Obo
- P = Peter
- Q = Queen
- R = Roger
- S = Sugar
- T = Tommy
- U = Uncle
- V = Victor
- W = William
- X = X-ray
- Y = York
- Z = Zebra

Hotel Registration Card



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REGISTRATION CARD									
HOTEL ABC									
NAME.....			FIRST NAME & INITIALS.....				DATE OF BIRTH.....		
COMPANY.....			ADDRESS.....						
DESIGNATION				arrival from			GOING TO		
NATIONALITY				DATE OF ARRIVAL IN HOTEL					
PASSPORT NO.				TIME OF ARRIVAL IN HOTEL					
DATE OF ISSUE			PLACE OF ISSUE		DATE OF DEPARTURE FROM HOTEL				
CERTIFICATE OF REGISTRATION				PROFESSION					
NO.....		DT OF ISSUE.....		OFFICE OF ISSUE.....		PURPOSE OF VISIT			
DATE OF ARRIVAL IN INDIA				CHECK OUT TIME:12 NOON					
WHETHER EMPLOYED IN INDIA			YES		NO				
THE HOTEL WILL NOT BE RESPONSIBLE FOR ANY VALUABLES LEFT BY THE GUEST IN THE ROOM. SAFE DEPOSIT BOXES ARE AVAILABLE FREE OF CHARGE AT THE FRONT OFFICE CASHIER. VISITOR ARE NOT PERMITTED IN GUEST ROOM AFTER 11-00 P.M.									
I AGREE TO ABIDE BY THE RULES OF THE HOTEL AND SHALL SETTLE MY ACCOUNT ONCE IT AMOUNTS TO Rs. 10,000/-									
SIGNATURE OF THE GUEST									
ROOM NO	NO. OF PERSONS		RATE	BOOKED BY	PAYMENT BY & BILL TO				INITIAL
	ADULTS	CHILDREN			CASH		VOUCHER		
					CREDIT CARD		ANY OTHER		
I AGREE TO RELEASE ROOM.....BY 12 NOON ONSHOULD I FAIL TO CHECK OUT, I AUTHORISE THE MANAGEMENT TO PACK AND REMOVE MY BELONGING TO THE HOTEL CHECK ROOM SO THAT THIS ROOM IS AVAILABLE FOR INCOMING GUEST WITH CONFIRMED RESERVATION									

Hotel Ownership and Modes of Management



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- Independently owned and operated
- Management contracts
- Franchising

Independently Owned and Operated



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- Single-unit business not connected with any other business
- Usually one owner, may be proprietorship, partnership or corporation
- Owners have autonomy in management decisions
- Easy adaptation to changing market conditions
- Marketing tailored to specific populations/locations
- Fully control in day-to-day operations

But,

- More money spent on its own advertising and marketing
- No volume purchasing power with central purchase
- Most travelers prefer to stay in chain hotels

Example:

- Nathan Hotel, operated by Luk Hoi Tong Co., Ltd.

Management Contracts



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- For hotel developers and owners with limited experience or less desire in running the hotel
- Provides operational expertise, marketing and sales assistance, e.g. Central Reservation System
- Charge a percentage of sales as management fee
- The management company takes over the responsibility of actually making management decisions

Examples:

- Hyatt Group – Grand Hyatt, Park Hyatt, Hyatt Regency, ... etc
- Marriott International - Marriott, Four Point by Marriott, Courtyard by Marriott
- Accor Hotels Group
- Hilton Management Services: <https://youtu.be/r72r7rOMSkk>

Franchising



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- A unit of a chain that has been purchased by an outside owner (franchisee)
- Franchisee runs the franchise in the way required by the chain owner (franchisor)
- Established standards for design, décor, equipment and operating procedures

Example:

- InterContinental Hotels & Resorts

Franchising (Cont'd)



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Franchisor

- Expend more rapidly
- Use other franchisors' money
- Do not need financing on its own
- Grant certain rights to the franchisee

Franchisee

- Pay franchise fee
- Get certain rights of using
 - trademark, signs, proven operating systems, operating procedures and / or its reservation system, marketing and purchasing discounts
- Operate the hotel accordance with the guidelines set by the franchisor

Pros and Cons to Franchisee



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Benefits

- A set of plans specifications to follow
- Centralized reservation system
- Enjoy volume discount for furnishings, fixtures and equipment

Drawbacks

- High franchise fee
- Central reservation only produce small portion of reservations
- Must conform to the franchisor's agreement
- Must maintain all standards set by the franchisor

Pros and Cons to Franchisor (Cont'd)



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Benefits

- Increased market share and recognition
- Receive franchise fee

Drawbacks

- Have to be careful when choosing franchisees
- Difficulty in maintaining control of standards

Examples of Franchise Hotel Group



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- Ritz-Carlton
- Holiday Inn
- Hilton
- Sheraton
- Conrad
- Hyatt
- New World
- Rosewood
- InterContinental Hotels and Resorts becomes the world's leading franchisors of hotels

Key Departments in a Hotel and their Functions



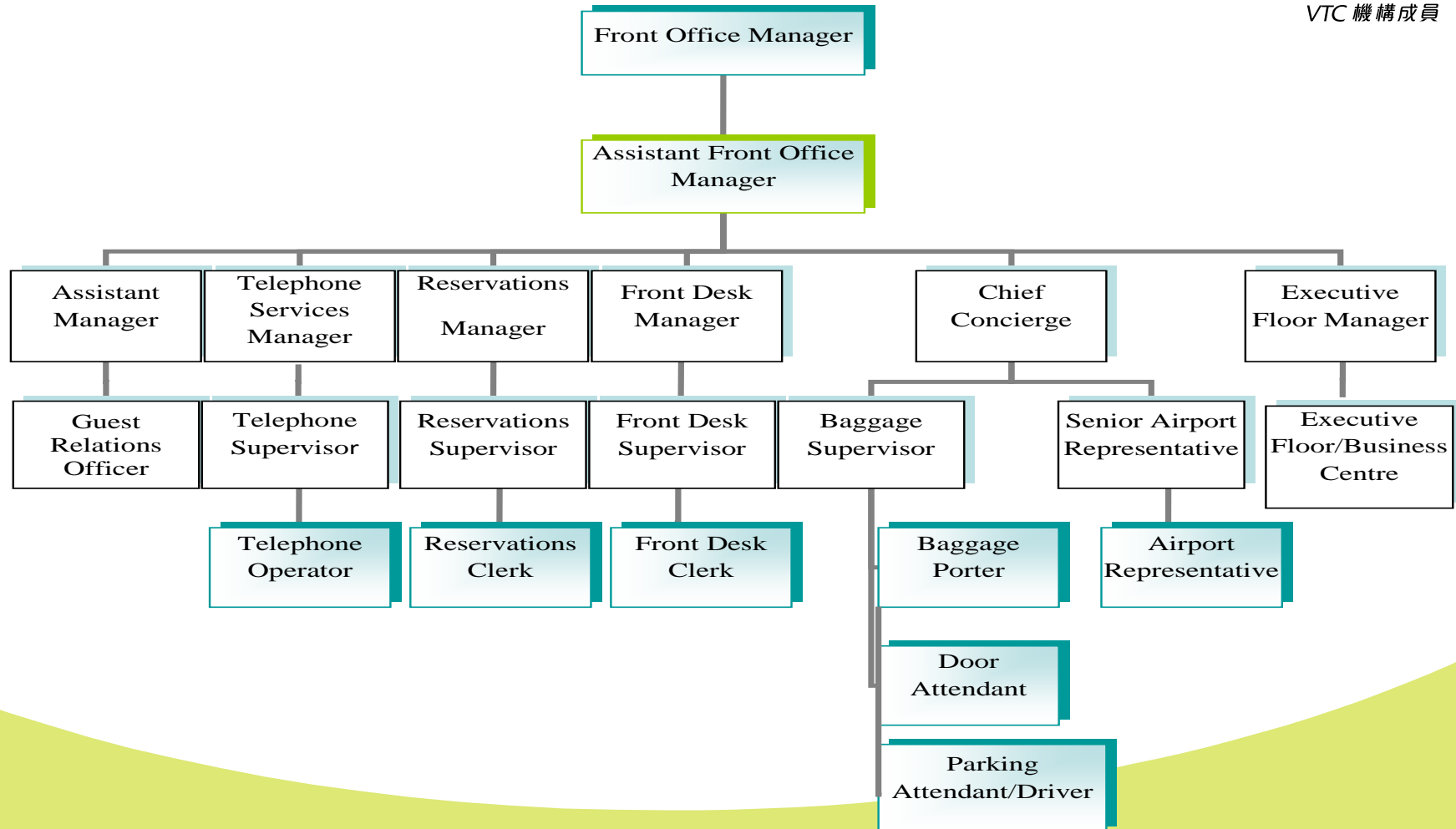
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- Rooms department
 - Front Office
 - Housekeeping
- Food and beverage department
 - Restaurants
 - Room service
 - Staff Meal
- Security department
- Engineering department
- Accounting department
- Human Resources department
- Marketing and Sales department

Organisation of the Front Office Department



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Front Office Department



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- The most visible department in a hotel
- Give the first impression to the guests upon arrival
- More contacts with guests than other departments
- Give information and services to guests during their stays

Functions of the Front Office Department



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- Sell guestrooms, check-in and check-out guests, and assign guestrooms
- Coordinate guest services
- Provide information about the hotel, the surrounding, local attractions and activities to guests
- Maintain accurate room status
- Maintain guest accounts and monitor credit
- Produce guest account statements and complete proper financial settlement

Technology in Hotel Industry



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- Supplementary Reading:
 - 酒店業研智能平台 簡化訂房流程減人手
 - 頭條日報
 - 2018-04-20

<https://goo.gl/ndfsEf>

Under the Front Office



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- Reservations
- Front Desk
- Executive Floor
- Concierge
- Guest Services
- Telephone Center

Process of Handling Overbooking



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- Check if additional rooms are available for sale in the hotel property
 - whether out-of-order rooms can be fixed immediately
 - any ‘double up’ reservations have been made

If no rooms are available

- Prioritize expected arrivals for room assignment according to hotel policy
 - e.g. put VIPs, guests with guaranteed reservation and frequent guests at top priorities
 - Contact and reserve rooms in sister hotels or hotels nearby before guests’ arrivals

Process of Handling Overbooking (Cont'd)



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For those who cannot get a room upon arrival

- Have to 'walking the guests'
 - Reject guests even they have made reservations
 - Breached the contract

Proper Procedures of Walking the Guest



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- Apologize to the guest
- Provide alternatives
 - Free room for the 1st night of stay in an alternate hotel
 - Free transportation to the alternate hotel
 - Free long distance calls
 - Fruit plates
 - Discount coupons for food and beverage consumptions
 - Invite the guest back for the remaining nights

Proper Procedures of Walking the Guest (Cont'd)



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- Provide baggage assistance and transportation to the designated hotel
- Follow-up services
 - Call the designated hotels to pay special attention to the unhappy guests
 - Duty managers or Front Desk managers to give personal calls to the unhappy guests
 - Make sure they have no problems with their rooms in the alternate hotels

Housekeeping Department



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- Responsible for the cleanliness, appearance, and condition of the entire hotel
- Clean guestrooms
- Maintain properties in the hotel
- Ensure guests are comfortable and safe

Objectives of Housekeeping Department



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- To provide a clean, safe and comfortable environment to guests
- To conform to sanitation requirements of health laws
- To up-keep the hotel finishes, fabrics and furnishings
- To provide courteous service to guests and staff

Functions of Housekeeping Department



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- Managing uniforms and linens
- Arranging pest control
- Up-keeping landscape
- Cleaning and maintenance of public areas
 - Hallways and corridors
 - Lobby
 - Stairways
 - Restaurants
 - Offices
 - Windows and hotel exterior
 - Floor
- Cleaning and maintenance of guestrooms

Communicating Room Status to Front Desk



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Room Status Code	Stand for Room Status
OC	Occupied Clean
OD	Occupied Dirty
VC/VR	Vacant Clean/ Vacant Ready
I	Inspected Clean
VD	Vacant Dirty
OOO	Out of Order
NNS	No Need Service
DND	Do Not Disturb
XB	Extra Bed in Room
LB	Light Baggage
NB	No Baggage

Communicating Room Status to Front Desk (Cont'd)



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Room Status Code	Stand for Room Status
SO	Sleep-out
CO	Check-out
ED	Expected Departure
DNCO	Did Not Check Out
Room Status Terminologies	Meaning
Late Check-out	Late check out requested and approved
Skipper	Guest left without settling the payment
Complimentary	Room is occupied for free
Stay-over	Guest is not checking out today and extended his stay
Lock-out	The room has been locked so that the guest cannot re-enter until he / she contacted hotel official to clarify his/ her status

Security Procedures for Handling Guests' Valuables



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Room attendant found guests' valuables, when cleaning the guestroom,

- Report to the housekeeping office
- Stays in the room until the assistant manager, floor supervisor and the security officer arrive
- Record the case in details in the “Housekeeping Log Book”
 - Time
 - Room number
 - Item(s) found
 - Name of finder
 - Name of whom the case is reported to and handled by
- The guest room will then be double locked until the guest returns

Handling Guestroom Keys



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- All keys must be kept securely and distributed properly
- not allowing anyone else access to their keys
- All keys are kept in the housekeeping office in a locked cabinet and are properly coded
- The housekeeping co-ordinator is responsible for the distribution and control of keys
- All keys issued must be properly signed for and cancelled after return
- The room attendant must complete or sign “The sign in and out” log book listing the number of keys issued.
- The housekeeping co-ordinator takes inventory of the keys at the beginning of each shift and prior to the handover of keys to the subsequent shift in charge
- The key cabinet must remain locked at all times

Handling Guestroom Keys (Cont'd)



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- Keys issued to the employees must be kept under their own custody and never be left hanging on the trolley or in the door lock
- All keys must always be returned to the housekeeping office
- Keys must never be taken out of the hotel premises
- The misplacing or loss of key is a very serious matter and should be reported to the executive housekeeper or assistant manager and security officer immediately
- An immediate search must be made until the key can be located
- Every member of staff in the housekeeping department is trained to handle the different keys and use the correct procedures when someone asks to open a guest room

Handling Suspicious Person



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- The housekeeping staff must report any suspicious person loitering on guest floors and public areas to the housekeeping office
- The housekeeping coordinator will in turn inform the floor supervisor/assistant housekeeper, the assistant manager and the security officer

Lost and Found Items



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'Lost and Found' refers to:

- a place or an office that keeps any items found inside the hotel; or
- a place or an office where reports of missing items, reported by either guests or staff, are kept and followed up

Handling Lost and Found Items



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- All staff should hand in items found inside the hotel premises, regardless of their value
- Most hotels assign this duty to the housekeeping department, or the security department
- All information is recorded in the Lost and Found Logbook for prompt and easy reference in case of a guest enquires about a lost item
- All items found by the guests and staff should be stored in a ventilated room and kept for three months before being releasing to the finder
- Some items, such as perishable food or drink, may be kept for a shorter period. The storage area must be secure

Q&A Session

~ Thank you ~