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TYPES OF KEYS

Housekeeping Electronic keys are classified as follows:

1. Room Attendants section keys

This key is handled by the Room Attendant and opens all guest rooms on a particular floor. The number of Room Attendants Keys is 2 per floor, for 12 floors. The total number of Room Attendants section keys required is 24.

2. Supervisor Floor Keys

This key is handled by the Housekeeping Supervisors and opens all guest rooms on all floors. The number of Supervisor Floor Keys is determined by the maximum number of Supervisors required for effective supervision in a given shift. The total number of Supervisor Floor keys required is 6.

3. Assistant Executive Housekeeper Sub Master Key

This key is handled by the Assistant Executive Housekeeper and opens all guest rooms on all floors. The total number of Assistant Executive Sub masters required is 2.

4. Executive Housekeeper Master Key

The Executive Housekeeper handles this key - it opens all guest rooms on all floors and opens double locked rooms. The total number required is 1.

Other Housekeeping keys are classified as follows:

5. Floor Linen Room Keys

This key is handled by the Room Attendant and opens the floor linen room on a particular guest floor. This key is kept with each Room attendant section key. The number of floor linen room keys would be 2 per floor, a total of 24 keys.

6. Floor Pantry Sub Master Key

This key is handled by Assistant Executive Housekeeper, Floor Supervisor and Linen Runner and opens all floor linen rooms on all floors. This key is kept with each Floor Supervisor key, Assistant Executive key and individual key for Linen Runner. The total number required is $6 + 2 + 1 = 9$.

7. Public Area Sub Master key

This key is handled by the Executive Housekeeper, Assistant Executive Housekeeper and opens all public area outlets, Health Club and administrative offices. The total number required is 3.



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8. Public Area Cleaning Cupboards

This key is handled by the Public Area Supervisor & Public Area Attendant and opens all public area cleaning/storage cupboards.

9. Uniform Room Key

This key is handled by the Executive Housekeeper, Assistant Executive Housekeeper, Uniform Attendant and opens the uniform room. The total number required is 2.

10. Linen Room/Housekeeping Store Key

This key is handled by the Executive Housekeeper, Assistant Executive Housekeeper, Supervisors, Linen Attendant and opens the linen/store room. The total number required is 4.

11. Executive Housekeeper Master Key

This key is handled by the Executive Housekeeper and opens all public area outlets, e.g. restaurants, administrative offices, function rooms, health club, cloakrooms, and any other specified public areas including all stores under housekeeping.

NOTE:

- In the case of an emergency, the emergency key is available with the Resident Manager, Chief Engineer and at the Front Office in the safe.
- All broken keys have to be returned with the broken parts to the Engineering Department while requisitioning for replacement keys.
- Keys will be issued as per Company Policy and Procedures.

HANDLING OF KEYS

Key Control is essential for the security of guests and hotel property.

All keys pertaining to Housekeeping to be kept in a locked Key Cabinet when not in use. All keys to be attached to key ring and chain with identification tag.