

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Records/Reports	<i>CODE:</i> 03.05.028 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 4
---	---	---

Policy & Procedure:

- Maximum operating efficiency is reached through effective control of resources.
- Limits are set and performance evaluated on the basis of detailed information about all phases of a departmental operation.
- Accurate records must provide essential data about personnel, furniture, equipment, all supplies and consumption and work completed.
- Records should have a purpose and be used, to be of value records must be:
 - Simple
 - Accurate
 - Up to date
 - Accessible/available

Types of Records to be maintained

- Weekly rosters – to back up payroll sheet for days worked etc.
- Attendance Register – must be signed daily by each team member member, time in, and time out and for breaks.
- Attendance Sheet – for payroll purposes needs to be accurate and up to date. Analysis of these records in relation to work output shows productivity of team member levels. It should include all the following information:
 - Hours & Days worked
 - Days off
 - Holidays, pending days, public holidays
 - Sick leave
 - Overtime
- Duty Sheet – A daily record for all housekeeping personnel, which shows at a glance where each team member is working.
 - Guest floors – morning/late duty, by floor by section
 - Public Areas – morning/late duty, by area /location
 - Guest Floors – night duty
 - Public Area – night duty, by area
- Key Register – Daily record of keys, issued to whom, for which area and timings.

- Log Book – Record of work done and handover messages from shift to shift, maintained by Executive/Assistant Housekeeper and Supervisors.
- Lost & Found Book – As per policy
- Missing items Register – For items found missing in rooms.
- Special Cleaning Schedules – maintained in the Housekeeping Office by floor and should be completed after each job is done.
- Guest & Cleaning Supplies – Log to be kept for monthly consumption and cost for these areas.
- Guest Feedback Log – Feedback received from guests directly by Housekeeping team member and other sources is recorded and actioned.
- Furniture inventory records for guest rooms and public areas
- Equipment inventory records
- Returnable/non-returnable gate pass log
- Discard Log
- Stock ledgers for:
 - Rooms Linen
 - Food and Beverage Linen
 - Uniforms
 - Glass and Chinaware
- Uniforms issued records
- Productivity Records – completed daily for team member productivity.
- Flowers Logbook – special requests, rooms flowers etc.
- Preventative Maintenance log – all areas

For all the above reports see attached samples.

Type and Frequency of Reports

Daily Reports

REPORT	GENERATED BY	DISTRIBUTION
Under Repair	Housekeeping	FOM/ EHK/ CE
Missing/ sold items	Housekeeping	FOM/ EHK / FC
Housekeeping Reports	Housekeeping	Accounts/ FO /HK Desk
Assignment Sheets	Coordinator/ Supervisor	All HK Team member
Supervisor Reports	Coordinator/ Supervisor	Supervisors
Arrival List	HK Desk	EHK/ Coordinator
Linen Consumption	RA	EHK/ LM
Flower Usage	Florist	EHK/ Sup/Receiving
Mini Bar Consumption	Mini Bar Attendant	EHK/ F&B/ FC

Weekly Reports

REPORT	GENERATED BY	DISTRIBUTION
Pending maintenance	Housekeeping	EHK/ CE/ RM
Mini Bar sale & losses	Mini Bar Attendant	EHK/ F&B/ FC
Duty/Wage Forecast	EHK	PM
Productivity Reports	EHK	PM/ RM
Flower Consumption	Florist	EHK/ F&B
Linen Usage	LM/ HSK	EHK

Monthly Reports

REPORT	GENERATED BY	DISTRIBUTION
Departmental Report	EHK	RM/ GM
Cleaning Supplies Consumption	EHK	RM/ GM / FC
Guest Amenities Consumption	EHK	RM/ GM / FC
Flower Consumption	Florist	EHK/ RM / GM / FC
Garden Expenditure	Gardner	EHK/ FC/ RM
Missing/Sold items	Housekeeping	EHK/ RM/ GM/ FC
Training	Housekeeping	Training Manager
Mini Bar sale & Losses	Mini bar attendant	FC/ EHK/ F&B/ RM
Linen Inventory	Housekeeping	EHK/ FC/ RM/ F&B
Uniform Inventory	Housekeeping	EHK/ FC/ RM
Operating Equipment Inventory	Housekeeping	EHK/ FC/ RM

Yearly Reports

REPORT	GENERATED BY	DISTRIBUTION
Owners Inventory	EHK/ Accounts/ Owner Rep.	EHK/ RM/ GM/ FC
Operating Equipment Inventory	Housekeeping	EHK/ FC/ RM
Linen Inventory	Housekeeping	EHK/ F&B/ RM/ FC
Uniform Inventory	Housekeeping	EHK/ RM/ FC
Departmental Report	EHK	GM/ RM
Budget	EHK	FC/ GM/ RM