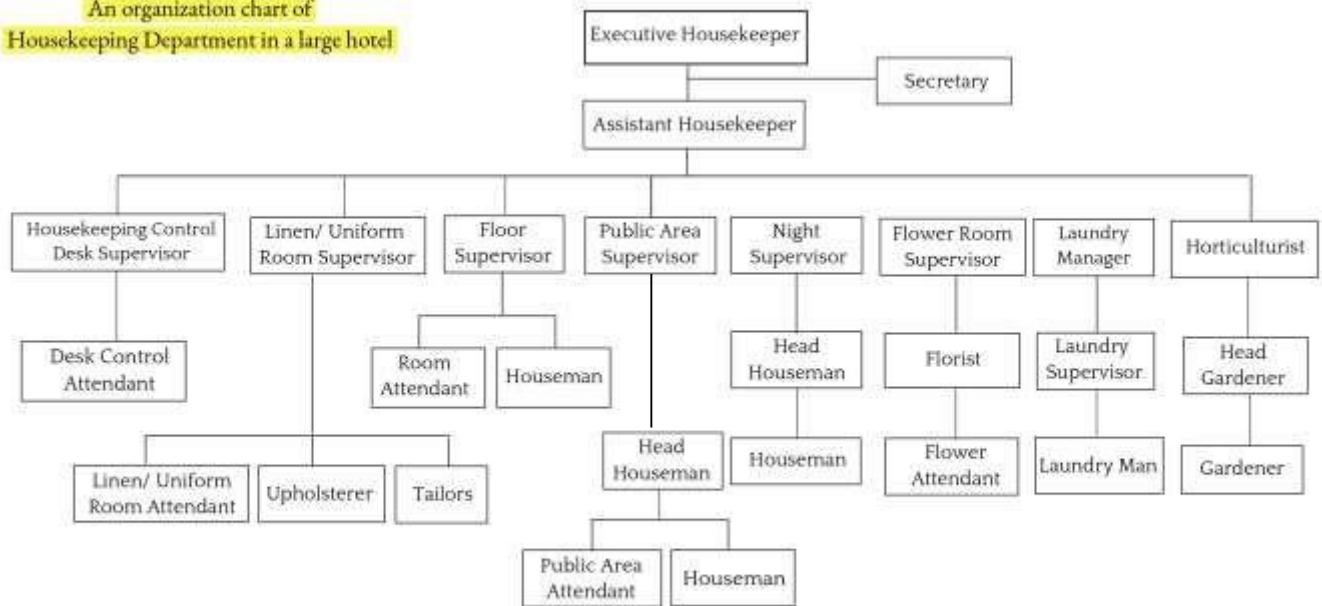
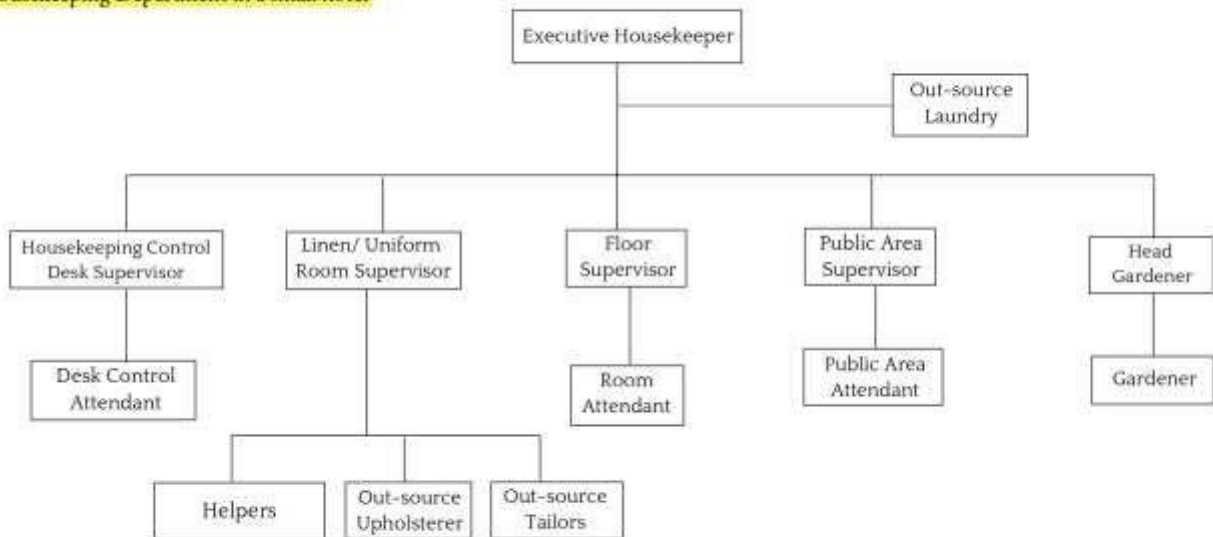


Fig. Organization Chart of Housekeeping Department (Large & Small Hotel)

# Fig. no 1  
An organization chart of Housekeeping Department in a large hotel



# Fig. no 2  
An organization chart of Housekeeping Department in a small hotel



## Organization Chart of Housekeeping Department

The organizational structure of the housekeeping department mainly depends on the activities and the size of the hotel. Organizational chart provides a clear picture of the line of authority, channels of communication and systematic direction of order. It shows official hierarchy, which shows which is important for the operation, through which decision and command should follow. It shows the correct reporting and recording system.

**1. Executive Housekeeper:** He is responsible for the total cleanliness, maintenance and aesthetic upkeep of the hotel. This is achieved with the resources of manpower, materials, machines, money, space and time available to him. Duties and responsibility of Executive Housekeeper are as follows:

- To check the cleanliness of offices and staff room.
- To deal with guest complaints and requests.
- To advise related to the interior design of the guest rooms.
- To appoint and dismiss the staff.
- To co-operate with other departments.
- To look after welfare, supervision, control and training of staff.
- To organize work schedule, duty roaster, staff holiday list and wages list.
- To report and check all maintenance problems, control and supervision of the work in the linen rooms, store and also laundry.
- To keep the record of equipment, re-decoration and other valuables of the department.
- To prevent fire hazards and other accidents within her department.
- To deal with lost and found property.

**2. Assistant Housekeeper:** The position of Assistant Housekeeper exists as deputy personnel who assist in day-to-day operation of overall activities of housekeeping department. In the absence of Executive Housekeeper, she takes the responsibility for the general administration of the department. In a very large hotel there may be Assistant Housekeepers according to per shift. Duties and responsibilities of Assistant Housekeeper are as follows:

- To assist the Executive Housekeeper in running the department.
  - To take over any workload of the section assigned by the Executive Housekeeper.
  - To supervise room maids and other general workers.
  - To control inventory and check it regularly.
  - To supervise arrangement of flowers.
  - To organize work schedule and duty roaster.
  - To deal with floor keys.
  - To check arrival and departure notification list.
  - To hold briefing and de-briefing.
- To deal with requests and complaints of guest and staff.

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- To report and check all maintenance problems, control and supervision of the work in all sections.
- To deal with lost and found properties.

**3. Housekeeping Control Desk Supervisor:** She is the most important and critical position of housekeeping department. It is the main communication centre of housekeeping department and nerve centre for the coordination with front office for information on departure and arrival of houseguest. The housekeeping control desk is opened 24 hours as guest and staff to transmit and receive the information. Duties and responsibilities of Control Desk Supervisor are as follows:

- To deal with communication i.e., to receive and send the information.
- To maintain all the register and files of housekeeping.
- To assign and compile the administrative order in time.
- To deal with the master keys of guest room, floors, and other public areas.
- To give information/instruction to staff of each section through notice board.
- To record all the amenities and supplies of guest rooms systematically.
- To handle guest and staff complaints and requests.
- To provide information of VIP rooms to the florist to send flowers.
- To record all articles in lost and found register/form and store them in cupboard along with the slip.
- To maintain duty roaster under the direction of Executive Housekeeper and supervise the discipline, attitude and cleanliness of general workers.

**4. Linen Room Supervisor:** The position linen room supervisor is also known as the linen room in charge. S/he has the overall responsibility for sorting, marking, collecting, packing, delivering, stocking/storing and take inventory of linen of entire departments and sections of the hotel. She maintains a close coordination with tailor/seamstress and laundry section. She must have the knowledge of laundry works. Duties and responsibilities of linen room supervisor are as follows:

- To be responsible for all linen (in circulation) of the hotel.
- To check the work standard of linen, such as washing, ironing, mending, stain removing, marking etc.
- To send soiled linen to the laundry after checking, and receive the same after laundering.
- To look after any complaint regarding laundry.
- To maintain the register of linen movement.
- To conduct periodic inventory of linen.
- To maintain cleanliness inside the linen room.
- To separate the types of linen which are usable and unusable according to hotel standard.

- To keep various records for the control of linen e.g. total linen in the linen room, in pantries, par stock, restaurant, banquet and other areas.
- To arrange all linen items systematically.
- To keep proper record and maintain control on the movement of linen and submit report to Executive Housekeeper's office.

**5. Uniform Room Supervisor:** The functions of the uniform room supervisor are same as linen room supervisor. S/he is responsible for smooth flow of uniform to staffs at all times. The job involves ensuring proper removal of stains, storing, mending, ironing, discarding and exchanging the uniforms of various hotel employees. Duties and responsibilities of uniform room supervisor are as follow:

- To be responsible for all uniforms of hotel staffs and guest.
- To check the work standard of uniforms such as washing, dry cleaning, ironing, mending and marking.
- To sort and check the uniforms for any damage, tear, stain, burn or fade before laundering.
- To maintain the various records/registers for control of uniforms e.g. uniforms used to staff, uniform sent for laundering etc.
- To receive guest uniform and send them along with receipt/slip and post them to the billing counter of front office.
- To conduct the periodic inventory and stock taking of new uniforms.
- To make suggestion for replacement of new uniform.
- To arrange all uniforms according to the department and numberwise.

**6. Floor Supervisor:** Floor supervisor takes care of more than one floor and floor contents within the hotel building, such as guest bedrooms, restrooms, floor corridors, staircase, floor pantry etc. She is responsible for cleanliness and maintenance of all the areas related to her floors. Duties and responsibilities of floor supervisor are as follows:

- To be responsible for daily and periodic cleaning of rooms, floors and their contents.
- To check the work of the staff working in her assigned area.
- To maintain the reports of room occupied, vacant and number of room occupants.
- To check the linen, room supplies, amenities and complementary items in the given rooms.
- To maintain the adequate quantity of par stock.
- To receive and issue the floor/passkeys.
- To meet with minor complaints and request made by the guest and staff.
- To check the attendance of the staff working in her floor areas.
- Check all safety systems on the floor e.g. fire extinguishers, smoke detectors.
- To maintain proper grooming of staff.

- To maintain floor register/files and daily requisition.
- To coordinate room service for clearance of soiled pots/dishes.

7. **Public Area Supervisor:** Public area supervisor looks after public areas inside the hotel, whose responsibility is to achieve the objective of its cleanliness and maintenance. Her job includes lobby, business center, restaurant dining, food service lounges, public bar, public garden, guest corridors, guest elevator, swimming pool, shopping arcade, health club and administrative offices. Duties and responsibilities of public area supervisor are as follows:

- To ensure supply of equipment and supplies to public areas.
- To coordinate with all related departments concerning the public area cleaning and maintenance.
- To be responsible for the assessment of the fault and for reporting it to the maintenance department for repairing.
- To arrange for the necessary repairs and maintenance by the attendants or by contractors.
- To keep inventory and requisition of supplies for required public areas.
- To assist general workers.
- To maintain registers and forms of public areas related to housekeeping.
- To coordinate closely with desk control, linen, uniform, laundry and store.
- To allocate duties for cleaning the public areas.
- To submit performance appraisals of the staff working under his or her supervision.

8. **Room Attendant:** Room attendant is also known as chamber maid or room maid. The primary job of room attendant includes guest bedroom and bathroom cleaning, maintaining, exchanging room linen and replenish room supplies. Room maids are provided with housekeeping trolley (maid cart trolley) to stack all the equipment and supplies to carry out their routine works. Duties and responsibilities of room attendant are as follows:

- Attend daily briefing and give attendance.
- Note down the guest floor and rooms allocated for cleaning.
- To clean, maintain and up-keep guest bedroom, bathroom and replenish supplies.
- Report any missing or broken/damage hotel property to the floor supervisor.
- Maintain a polite and helpful attitude towards guests.
- Collect all soiled linen and count them.
- To check the general condition of guest bedroom and bathroom to detect electrical, electronic equipment, plumbing, carpentry etc.
- Prepare occupancy report.
- Report any anti-social activities noticed in guest floor/room.
- Dispose of refuse and rubbish in the allocated area.

Secure lost and found articles and report it immediately to the control desk.

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- To maintain close coordination with room service for the clearance of soiled plates, dishes, trays and trolleys from the guest room/floor.

**9. Houseman/ Houseperson:** The house-person responds promptly to requests from guests and other departments. Identify and report preventative or other maintenance issues in public areas or guest rooms. Performs any combination of the following tasks to maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner reports to the public area supervisor. The house-persons job involves heavy physical work as assigned such as carpet cleaning, window cleaning, carrying heavy pieces of furniture, washing of public area garbage and so on. His housekeeping duties and responsibilities are as follows:

- Cleans rugs, carpets and upholstered furniture using a vacuum cleaner, broom and carpet shampoo machine.
- Cleans rooms, hallways and restrooms.
- Washes walls and ceiling, moves furniture's and turn mattress.
- Sweeps, mops, scrubs, waxes and polishes floor.
- Dusts and polishes metalwork.
- Collects soiled linen for laundering.
- Received linen supplies from floor shoots.
- Maintains housekeeping maid carts.
- Removes trash collected by room attendants.
- Deliver towels, cribs, cots and other items to the guest rooms on requests.
- Perform duties of room attendant when necessary.
- Sort linen, stock room attendant closets.
- Refill the par stock of guest amenities and supplies on each floor pantry.
- Clean all public areas in the prescribed manner while following department standard operating procedures.
- Assist room boys / house maid with placing bed boards, roll-ways beds, extra bed etc.
- Take up any tasks assigned by the supervisors as and when needed.
- Report to work in required uniform and in adherence with the Hotels Dress Code Policy.

**10. Gardener:** The gardener is required to maintain the land scape areas and the gardens of the hotels. To maintain the hotel and grounds, cutting the lawn and maintenance of plants and shrubbery in order to ensure an attractive and wellmaintained hotel. Duties and responsibilities in housekeeping department are as follows:

- Maintain the lawn and landscape of hotel.
- Take care of all the seasonal planting.
- Take care of all the indoor plants of hotel.
- Oversee the upkeep of plant nursery and green house.

- Supply with fresh flowers to hotel from time to time.
- Responsible for keeping grounds clean, free of garbage and debris.
- Responsible for maintaining flower beds, shrubbery, etc.
- Report major repairs and items, which cannot be repaired to the dispatcher for further action.
- Due to the nature of the business the individual may be required to carry out other maintenance related tasks including but not limited to painting, cleaning and general repairs.

### **Personal Attributes/Qualities of Housekeeping Staff**

Personnel attributes of housekeeping staff in hospitality industry plays an important role. It enhances the images of the property as well as the quality of personalization that only human can give. These attributes are based on the following term.

#### **1. Personal hygiene**

The act of making self-health and well-being through cleanliness is personal hygiene. The staff must take regular bath. They must have clean hair. Manicure fingernails, clean hands and feet and no body or mouth odor should be present. Any transferable disease must be reported immediately.

#### **2. Personal grooming**

Personal grooming means maintaining positive self-image and developing pleasing and attractive appearance. Housekeeping staff would be normally uniformed; hence each staff member must ensure his/her uniform is crisp, clean and well ironed. Lady staff must wear light make up and restrict their jewelry to minimum. Soft cologne is preferred than a heavy perfume. Hair must be tied in a bun.

#### **3. Honesty**

Honesty is the best policy and it is very essential attribute for housekeeping staff. As they have access to all guest bedrooms, sometime guest belongings, either valuable or invaluable are often found lying around the room which may arouse temptation. Hence, only honest personnel can defy the temptation.

#### **4. Eye for detail**

This attribute enable housekeeping staff to take note of the minute details in any given area. This term means that the person has a sharp eye to detect things. It is view of this competency that women are selected as housekeepers and it is presumed that women acquire a greater eye for detail from their role at home. However man also come into housekeeping and have shown this competency. This results in making the guest bedrooms, bathrooms and other areas safe and free from last minute defects.

#### **5. Courtesy**

It is a hallmark of hotel profession which is used within the staffs and towards guests. Courtesy is a nature and sign of one's desires to please to those with whom one comes in contact with. Courtesy must be spontaneous and genuine manner but not a technique. Being courtesy not only makes operation smooth but also enhances relationships. Showing hospitality in a courteous way add positive experience to the guest during his/her stay.

### **6. Tact and diplomacy**

"Dealing with guest and digging for gold is always gold is always difficult." Often guest may request for facility and service that are outside the management policy. It takes a lot of tact and diplomacy to diffuse such situation without hurting a guest feeling.

### **7. Physical fitness**

Most work in housekeeping is manual. A housekeeping member on duty is on his /her feet almost continuously. It would require sturdy physical built to cope with the demand of housekeeping works.

### **8. Cooperativeness**

It is one of the least recognized but most valuable attribute. A single person cannot run whole department. It require cooperation among staffs to achieve efficiency in work. Housekeeping staffs need to be cooperative with all employees from different department to achieve efficiency in their work. Very often this attributes help to create a cozy environment.

### **9. Calmness**

It is the state of being cool and relaxed. Calmness is an output of undisturbed mind. When you are calm, you can handle people and work effectively which is a plus point for any organization. In this state you can treat guest related task in a right way.

## **Inter Departmental Relationship**

No individual department in any hotel can work in isolation. The housekeeping department, is just one of the departments in a hotel working towards the satisfaction of the guests, and each department is dependent on others for information and services if its work is to be accomplished effectively.

Housekeeping Department can coordinate with:

### **1. Front Office Department**

- To provide daily room report and housekeeping discrepancy report.
- To report damaged and stolen hotel's property.
- To clean front office public areas.
- To get information on guest check-in and check-out.
- To deal with lost and found articles.
- To prepare rooms for VIP and CIP.

### **2. Food and Beverage Department**

- To exchange linen and uniform of food and beverage service sections.
- To clean and up keep all F & B service outlets and sections.
- To maintain mini bar.
- To report soiled service ware left in the guest rooms.



**3. Store**

- To receive required item from store and planning for new arrivals.
- To sell out used/outdated materials.

**4. Engineering and Maintenance Department**

- To repair and maintain furniture, fixture, electricity, painting, air conditioning unit, plumbing, heating etc.

**5. Personnel/Human Resource Department**

- To coordinate with HRD for human resource planning, recruitment, selection and socialization.
- To coordinate with HRD for compensation management e.g. pay/salary, wages, overtime, medical treatment etc.
- To coordinate with HRD for performance appraisal system, reward management system and training and development.

**6. Sales and Marketing Department**

- To supply promotional items in guest room and other areas of hotel.

**7. Purchase**

- To coordinate for the smooth supply of cleaning equipment, cleaning agents, stain removal agents, upholstery, linen and uniform.

**8. Security**

To alert about the followings:

- To alert about guest with scanty baggage.
- To alert on any suspicious movement in the hotel.
- To alert about any anti-social activities in the guest room.
- To alert about unauthorized person or pet accompanying the guest in the room.