



# HOTEL HOUSEKEEPING MANAGEMENT

CHANGING TRENDS AND DEVELOPMENTS



JAYANTI JAYANTI



# **Hotel Housekeeping Management**

**Changing Trends and Developments**

**Jayanti Jayanti**



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## Preface

*Hotel Housekeeping Management* covers the operational and management aspects of housekeeping operations. The housekeeping department is at the core of hotel operations as one cannot attract the prospective customer without a clean, hygienic, luxurious room. This book aims to present a well-rounded picture of the housekeeping department, and students pursuing hospitality degrees must understand its operational and management responsibilities. Housekeeping is one of the largest departments in the hotel operation, and covers various sections which will be discussed in the book.

Although housekeeping is not the major revenue generating department, its role is to offer a clean, immaculate, and pleasant environment to a guest and is vital to meet and exceed the guest experience, which will help to maximise the revenue. The personalisation and customisation that the department brings to each stay is responsible for the customers' satisfaction, experience, and loyalty. Reading through each chapter you will learn the areas of responsibility and the essential attributes of the housekeeper and gain hints of what it takes to be a great housekeeper after you qualify. Housekeeping is a department which entails art as well as science. Art, because of the creativity that one brings to make each guest's stay memorable, and science because you need to understand the chemicals that are used for cleaning the room and the public areas as well those used in the laundry operation and many more.

Passion is the key to success, especially when it comes to hospitality and more specifically to housekeeping. One needs to have that passion for the subject as well as the pride in working and managing the department. If you are seeing yourself as a hotel manager and general manager, you need to understand the nitty gritty of the housekeeping department and therefore each chapter of the book is planned in a simple language to create that understanding. The book covers the trends and developments in housekeeping, making it up to date with the evolving landscape. The housekeeping operation goes back a very long way, and even before the pandemic the rooms were cleaned, maintained, and sanitised, however Covid-19 showed the world the forgotten importance of the department. Suddenly, the focus shifted to the housekeeping department and its staff were mentioned as 'unsung heroes' as the department cyclically regenerated as a phoenix. The book covers the process and product adaptation that happened in the housekeeping operation post Covid-19. The author is grateful to the leading

luxury hotels of London and their housekeeping leaders for taking out time and participating in interviews to enrich this book. Its contents have been developed by engaging with the industry and therefore it offers up to date and practical insights.

The book covers the meaning and definition of hotel and housekeeping in the first chapter, and looks at housekeeping roles in other establishments. The second chapter gives a close overview of the housekeeping department, the organisation and coordination with the other departments as well as its responsibilities. The third chapter focuses on the attributes of housekeeping personnel and the management functions of the housekeeping. Chapter 4 discusses outsourcing in housekeeping department and the commonly outsourced activities. Chapter 5 aims to bring the theoretical perspective of the housekeeping department with regards to productivity management and manpower planning, and discusses the shift that has come in the operational planning of the housekeeping department.

Chapters 6 and 7 delve into the selection of cleaning supplies and equipment. The cleaning procedures of the guest room and public areas are covered with appropriate checklists to ensure efficient workflow and quality of the task. The management functions of the housekeeping are covered in the Chapter 8, which discusses budgeting, purchasing, avoiding wastages, and controlling expenses. Chapter 9 covers the linen, uniform and laundry operations and ways to exercise control. Chapter 10 is about safety and security of the staff and the employees, safety legislations and risk assessment and management. Chapter 11 shows the various types of guest rooms, and leads in to Chapter 12 which covers various aspects of design like colour, light, flooring, wallcovering, and considerations when planning the guest room and public area design. It is important to understand that as a housekeeping leader you do wear the hat of the health and safety officers as well as interior designers. So, a good understanding of these concepts helps you to be a more successful housekeeper. Chapter 13 on ecotels and environmental considerations covers pro-environmental behaviours, and green initiatives by the various hotel brands as well as the relevant certifications. The last two chapters of book give an overview of the trends in housekeeping design, process and product, as well as the latest technological solutions in the housekeeping operation. The book offers the latest trends and adaptations that were made in the housekeeping operations post Covid-19 to enhance the operational effectiveness, guest experience and the staff productivity.

I hope you enjoy reading this comprehensive and essential textbook on *Hotel Housekeeping Management* if you are aspiring to be a future hotel manager and leader.



## About the author

Jayanti Jayanti, based in London, United Kingdom, has 15+ years of experience in academia and the hospitality industry. She is working as a senior lecturer, course leader and placement leader at London Gellar College of Hospitality and Tourism, University of West London.

She is a Fellow of the Higher Education Academy (UK), associate member of the Institute of Hospitality (UK), member of the United Kingdom Housekeepers Association (UKHA) and a member of the Council for Hospitality Management Education (CHME).

She has a post graduate certificate in Academic Practice (Higher Education) from the University of West London and has completed her graduate programme and post graduate diploma from the Oberoi Centre of Learning and Development, New Delhi. She has a graduate degree in Hotel and Hospitality Administration from the Institute of Hotel Management, India and has also completed her masters in Hotel Management.

She worked in luxury hotels prior to joining academia. She has been in academia for 10+ years and has published multiple articles related to hospitality, customer experience, consumer behaviours and employability.