

# ROOMS DIVISION TECHNIQUES

For B.Sc. (Hospitality Studies) First Year

**Prof. Dr. Rasika Gumaste**  
**Prof. Dr. Shefali Joshi**



**Himalaya Publishing House**  
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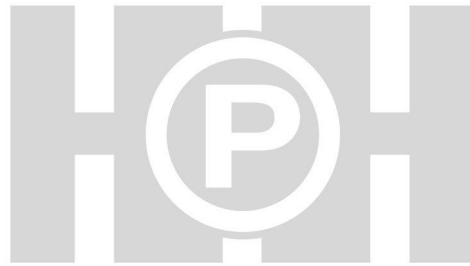
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## PREFACE

The Hospitality Industry is one of the fastest growing industry in the world. As per the latest survey, Hospitality Industry is one of the most preferred profession in India. Rooms Division Department of the hotel consists of two major departments, Housekeeping and Front Office Department. Accommodation or Rooms Division Department cater primarily to the needs of the tourist, that is, rooms in the hotel. Housekeeping is responsible for the cleanliness and upkeep of the front as well as the back of the hotel areas. It engages a large workforce and handles a lot of responsibilities over a vast area in the hotel. The Front Office Department of the hotel is where all the guest activities—from processing the reservation requests to handling room keys to settling their bills—takes place.



**Authors**



# SYLLABUS

## Teaching and Examination Scheme:

Teaching Scheme per week	Examination Scheme				
Theory Hours	Total	Theory Marks	Duration	Internal Marks	Total
3	3	80	3hours	20	100

**Rational:** The subject aims to establish the importance of Housekeeping and Front Office and its role in the hospitality industry. It also prepares the students to acquire basic knowledge and skills necessary for different tasks and aspects of the above.

SECTION - I			
		Hours	Marks
<b>Chapter 1</b>	<b>Introduction to Housekeeping</b>	<b>3</b>	<b>2</b>
1.1	Importance and Functions of Housekeeping		
1.2	Guest satisfaction and repeat business		
1.3	Housekeeping Areas–Front-of-the-house and Back-of-the-house Areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas		
<b>Chapter 2</b>	<b>Co-ordination with Other Departments</b>	<b>2</b>	<b>2</b>
2.1	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts.		
<b>Chapter 3</b>	<b>Layout of Housekeeping Department</b>	<b>3</b>	<b>2</b>
3.1	Sections of the housekeeping department, their functions and layout		
<b>Chapter 4</b>	<b>Organisation of Housekeeping Department</b>	<b>5</b>	<b>4</b>
4.1	Hierarchy in large, medium and small hotels		
4.2	Attributes of staff		
4.3	Job Descriptions and Job Specifications		
<b>Chapter 5</b>	<b>Guest Rooms</b>	<b>3</b>	<b>4</b>
5.1	Types		
5.2	Amenities and facilities for Standard and VIP guestrooms.		
<b>Chapter 6</b>	<b>Cleaning Equipment</b>	<b>3</b>	<b>2</b>
6.1	Classification, use, care and maintenance		
6.2	Selection and purchase criteria		
<b>Chapter 7</b>	<b>Cleaning Agents</b>	<b>3</b>	<b>4</b>
7.1	Classification, use, care and storage		
7.2	Distribution and control		
7.3	Selection Criteria		
<b>Chapter 8</b>	<b>Cleaning Routine of Housekeeping Department</b>	<b>4</b>	<b>2</b>
8.1	General principles of cleaning		
8.2	Work routine for floor supervisors and chamber maids		
8.3	Rules of the floor		

<b>Chapter 9</b>	<b>Cleaning Routine of Guest Rooms</b>	<b>7</b>	<b>6</b>
9.1	Daily Cleaning of occupied, Departure, Vacant, Under Repair and VIP Rooms		
9.2	Evening service and second service procedures		
9.3	Weekly/Periodic cleaning		
9.4	Spring cleaning procedures		
<b>Chapter 10</b>	<b>Cleaning Routine of Public Areas</b>	<b>7</b>	<b>4</b>
10.1	Public Area Cleaning		
10.2	Daily, Weekly and Spring Cleaning Procedure for Public Areas		
<b>Chapter 11</b>	<b>Key Control</b>	<b>2</b>	<b>2</b>
11.1	Computerized keys		
11.2	Manual keys		
11.3	Key control procedures		
<b>Chapter 12</b>	<b>Control Desk</b>	<b>2</b>	<b>2</b>
12.1	Importance of Control Desk		
12.2	Records maintained		
12.3	Functions performed by Control Desk		
<b>Chapter 13</b>	<b>Housekeeping Supervision</b>	<b>2</b>	<b>2</b>
13.1	Importance of supervision		
13.2	Checklist for inspection		
13.3	Dirty Dozen		
<b>Chapter 14</b>	<b>Lost and Found Procedure</b>	<b>2</b>	<b>2</b>
14.1	Procedure for Guest articles		
14.2	Procedure for Lost Hotel Property		
14.3	Records maintained		
<b>SECTION - II</b>			
		<b>Hours</b>	<b>Marks</b>
<b>Chapter 1</b>	<b>Introduction to Hospitality Industry</b>	<b>3</b>	<b>2</b>
1.1	The term 'Hotel', evolution and development of hospitality industry and tourism, famous hotels worldwide		
1.2	Classification of hotel (based on various categories like size, location, clientele, length of stay, facilities, ownership)		
1.3	Organisational chart of hotels (Large, Medium and Small)		
<b>Chapter 2</b>	<b>Front Office Department</b>	<b>5</b>	<b>6</b>
2.1	Sections and layout of Front Office		
2.2	Organisational chart of front office department (small, medium and large hotels)		
2.3	Duties and responsibilities of various staff		
2.4	Attributes of front office personnel		
2.5	Co-ordination of front office with other departments of the hotel		
2.6	Equipments used (Manual and Automated)		
<b>Chapter 3</b>	<b>Room Types and Tariffs</b>	<b>7</b>	<b>6</b>
3.1	Types of rooms		
3.2	Food/Meal plans		
3.3	Types of room rates (Rack, FIT, crew, group, corporate, weekend etc.)		

<b>Chapter 4</b>	<b>Role of Front Office</b>	<b>6</b>	<b>6</b>
4.1	Key control and key handling procedure		
4.2	Mail and message handling		
4.3	Paging and luggage handling		
4.4	Rules of the house (for Guest and Staff)		
4.5	Black List		
4.6	Bell desk and Concierge		
<b>Chapter 5</b>	<b>Reservations</b>	<b>6</b>	<b>4</b>
5.1	Importance of guest cycle (Various stages, sectional staff in contact during each stage)		
5.2	Modes and sources of reservation		
5.3	Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)		
5.4	Computerized system (CRS, Instant reservations)		
5.5	Types of reservation (guaranteed, confirmed, groups, FIT)		
5.6	Procedure for amendments, cancellation and overbooking.		
<b>Chapter 6</b>	<b>Pre-arrival Procedures</b>	<b>5</b>	<b>2</b>
6.1	Pre arrival activities (Preparing an arriva)		
6.2	Selection and purchase criteria		
6.3	Procedure for group arrival (special arrangements, meal coupons,etc)		
<b>Chapter 7</b>	<b>Guest Arrival</b>	<b>8</b>	<b>4</b>
7.1	Types of registration. (Register, Loose Leaf, Registration Cards)		
7.2	Receiving guests. Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs-walk in, with confirmed reservation)		
7.3	Notification of guest arrival		
7.4	Criteria for taking advance. (Walk-ins, Scanty Baggage, etc.)		
<b>Chapter 8</b>	<b>Guest Stay</b>	<b>4</b>	<b>4</b>
8.1	Rooming a guest (introduction to the hotel facilities, orientation of the room)		
8.2	Procedure for room change		
8.3	Safe deposit procedure		
8.4	Assisting guest with all possible information and help (medical etc.)		
<b>Chapter 9</b>	<b>Guest Departure</b>	<b>4</b>	<b>4</b>
9.1	Departure notification		
9.2	Task performed at bell desk, cashier/reception		
9.3	Express checkouts		
9.4	Late checkouts and charges		
<b>Chapter 10</b>	<b>Methods of Payment</b>	<b>2</b>	<b>2</b>
10.1	Credit card handling		
10.2	Traveller cheques, Personal checks		
10.3	Handling cash Indian, Foreign currency		
10.4	Other methods of payment [Travel agent, Bill to Company, etc.]		

### **Note: Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topic.





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# SECTION - I



# Introduction to Housekeeping

## Chapter Outline

1.1	Importance and Functions of Housekeeping
1.2	Guest satisfaction and repeat business
1.3	Housekeeping Areas–Front-of-the-house and Back-of -the-house areas, Guestrooms, Public Areas, Maids Room, Indoor and Outdoor Area

## 1.1 Importance and Functions of Housekeeping

The Housekeeping department takes pride in keeping the hotel clean and comfortable, so as to create a 'Home away from home'. The aim of all accommodation establishments is to provide their customers with clean, attractive, comfortable and welcoming surroundings that offer value for money. Nothing sends a stronger message than cleanliness in a hospitality operation. No level of service, friendliness or glamour can equal the sensation a guest has upon entering a spotless, tidy and conveniently arranged room. Both management and guest consider the keeping of the place clean and in a good order a necessity for a hotel to command a fair price and get repeat business.

**Definition:** Housekeeping may be defined as the provision of a clean, comfortable and safe environment.

It is not confined to the housekeeping department only, as every member of staff in the establishment should be concerned with the provision of these facilities in their own department, e.g., the chef is responsible for hygiene and cleanliness in the kitchen, the restaurant manager or head waiter is responsible for hygiene and cleanliness in the restaurant, and the general manager has overall responsibility.

In any establishment there are three departments particularly concerned with accommodation:

1. The reception department, whose staff sell and allocate the rooms.
2. The housekeeping department, whose staff plan, provide and service the rooms.

3. The maintenance department, whose staff provide adequate hot and cold water, sanitation, heating, lighting and ventilation as well as maintaining and repairing individual articles and area within the room operations.

### **Importance of Housekeeping**

Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area and surroundings. A hotel survives on the sale of room, food, beverages and other minor revenue earning services such as the laundry, health club spa and so on. The sale of rooms constitutes a minimum of 50 per cent of these sales. Thus, the major part of the hotel's margin of profit comes from the room sales, because a room once made can be sold over and over again. The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. Guestrooms are the heart of the hotel. The housekeeping department not only prepares clean guestroom on a timely basis for arriving guest, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping is the backbone of the hotel that mainly contributes towards revenue earning.

It is rightly said that housekeeping operations happen throughout twenty four hours. Imagine the stacks of linen needed to make up all the beds in a hotel, the miles of carpeting, floor, walls and ceiling to be cleaned and maintained, and cleaning compounds along with special tools and equipment needed in order to clean.

Other than hotels, professional housekeeping services are very much in demand in hospitals, on cruise liners, at offices and more. Since most such organisations prefer to outsource these functions, contract housekeeping is becoming a popular in these days.

### **Role of Housekeeping Department**

Housekeeping plays a very important role in the hospitality industry, it is as follows:

- To achieve the maximum possible efficiency in ensuring the care and comfort of guests and in the smooth running of the department.
- To establish a welcoming atmosphere and ensure courteous, reliable service from all staff of the department.
- To ensure a high standard of cleanliness and general upkeep in all areas for which the department is responsible.
- To provide linen in rooms, restaurants, banquet halls, conference venues, health clubs, and so on, as well as maintains an inventory for the same.
- To provide uniforms for all the staff and maintain adequate inventories for the same.
- To cater to the laundering requirements of the hotel linen, staff uniforms and guest clothing.
- To provide and maintain the floral decorations and maintain the landscaped areas of the hotel.
- To coordinate renovation and refurbishing of the property as and when, in consultation with the management and with interior designers.
- To deal with lost and found articles.
- To ensure training, control and supervision of all staff in the department.

- To establish a good working relationship with other departments.
- To ensure that safety and security regulations are made known to all staff of the department.

### **Functions of Housekeeping Department**

1. Providing clean, comfortable and safe surrounding to the hotel guests.
2. Cleaning and maintenance of guest rooms and public areas.
3. Training of the housekeeping personnel.
4. Requisition and control of cleaning supplies and equipments.
5. Deals with refurbishing of guest rooms and public areas.
6. Manage the linen and laundry functions in the hotel.
7. Fulfilling guest preferences related to accommodation requirements.
8. Creating appealing, desirable and safe rooms for the guest to enhance the guest experience.

### **Basic Functions**

The primary function of the housekeeping department is keeping the venue clean and aesthetic as part of customer service. Maids and cleaners vacuum rugs and furniture in hallways, rooms and public areas. They collect trash and empty wastebaskets, change the sheets and make the beds. They refill soap and toilet paper dispensers in public restrooms and put toiletries and supplies. They dust and polish furniture. In some hotels, they bring requested items, such as infant cribs, to guest rooms.

### **Supervisory Functions**

The work of organising and coordinating the cleaning is allotted to the first-line supervisors and housekeeping managers in a hospitality business. They determine which rooms or areas must be cleaned, make the job schedule, assign tasks and check the work. Scheduling often requires coordinating tasks with other hotel departments and activities to avoid disrupting other services. Supervisors also make sure housekeeping equipment, such as vacuum cleaners and floor polishers, is properly maintained. When they receive complaints, they investigate the issues and see that problems are taken care of.

### **Management Functions**

Housekeeping management functions belong to higher-level supervisors or managers, depending on the size of the hotel or operation. Personnel fulfilling this role need skills in supervision, procurement, budgeting and problem-solving. For example, managers set the housekeeping standards and oversee the training of new hires. Conducting in-service sessions, they teach company policies and the correct use of equipment. Managers track the inventory of supplies, keep payroll records, maintain the department budget and prepare expense and occupancy reports. They help keep worker morale high and ensure that safety procedures are obeyed.

## **1.2 Guest Satisfaction and Repeat Business**

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One of the greatest challenges facing hotels today is the ever-growing volume and pace of competition. Competition has major implications for the customer, providing increased choice, greater



value for money, and augmented level of service. Additionally, there is little to distinguish one hotel's products and services from another. Thus, it is imperative for hotels to gain a competitive advantage.

Guest satisfaction is defined as "a person's feelings of pleasure or disappointment resulting from comparing a product's perceived performance in relation to the expectations". Only when the guest is satisfied by the services of the hotels he will become the repeat customer. One of the key efforts that hotels must make in developing loyal, satisfied customers is to create value for their customers. Since repeat guests are hotel's richest sources of revenues and profits, managers should focus on developing hotel attributes that are most likely to be sources of visible customer value. For the customers it is a right combination of product quality, fair prices and good services. A survey among hotel customers indicated that the customer retention was dependent on the guest satisfaction. If the guest is satisfied by the experience, he would come back to the same hotel.

When the guests are satisfied with the perceived performance of goods and services, they are likely to become loyal and will repurchase the services and hence become the repeat customers of the hotel. Maintaining customer loyalty requires that the guest's positive experiences outweigh any negative experiences. Although keeping guests satisfied is important, repeat customers bring more value than satisfied customers. They generally show lower price sensitivity over time, tend to resist changing service providers, identify themselves with the brand, and maintain a strong preference for the services purchased against competitors.

### 1.3 Housekeeping Areas—Front-of-the-House and Back-of -the-House Areas

Areas under the purview of Hotel Housekeeping-

FRONT OF THE HOUSE AREAS (Basic responsibilities)		BACK OF THE HOUSE AREAS (Other responsibilities)	
●	Guest rooms	●	Management offices
●	Corridors	●	Storage areas
●	Lobbies and Public restrooms	●	Linen and sewing rooms
●	Pool and Patio areas	●	Laundry room
●	Meeting rooms	●	Employee locker rooms
●	Restaurants	●	Administrative Offices
●	Banquet halls	●	Cloakrooms
●	Convention halls	●	Maid's service room
●	Hotel operated shops	●	Dining rooms
●	Recreational areas		
●	Gymnasium		
●	Exterior of the hotel building		
●	Landscaped areas and gardens		

- **Indoor areas** Guest rooms, Corridors, Lobbies and Public restrooms, Pool and Patio areas, Meeting rooms, Restaurants, Banquet halls, Convention halls, Hotel operated shops, Recreational areas, Gymnasium.
- **Outdoor areas:** Exterior of the hotel building, landscaped areas and gardens, outside swimming pool etc.

**Maid's room or pantry/Floor pantry in the hotels:** The pantries are located on each guest floor and are part of housekeeping department. Each housekeeping floor/section will have a floor pantry to keep the par supply of linen, cleaning supplies, guest stationeries and amenities .The floor pantry should always have the linen required for that floor in circulation. Normally, the floor pantry should be ideally located near the service elevator away from the guest's view.It should have locked shelves to store linen and supplies. The Room maid or the GRA have to clean the pantry while beginning and ending the shift. Pantry should have a supply of drinking water. Floor supervisors should check the floor pantry for cleanliness on a daily basis. It stores all the required linen, chemicals and supplies so that the attendant need not go to housekeeping all the time and saves his time and energy.

