



# “Introduction to the Hospitality Industry's Housekeeping Department”- An Explanatory study

Dr. Sunita Verma, Associate Professor, Delhi Technical Campus, Greater Noida

## Abstract:

*An extensive examination of the housekeeping division in the hospitality sector is given by this study. Maintaining cleanliness, comfort, and guest pleasure in hotels and other hospitality establishments is largely dependent on housekeeping. Examined are the goals, duties, and essential tasks performed by the housekeeping division, such as maintaining and cleaning guest rooms, overseeing laundry services, and attending to requests from visitors. Furthermore, emphasised is the significance of cooperation between the hotel's housekeeping division and its other divisions, including food and beverage, maintenance, and front desk. Coordination that works well guarantees efficient operations and improves the overall visitor experience. To maintain cleaning standards and provide outstanding service, hospitality personnel must comprehend the job of the housekeeping staff. This research advances our knowledge of the crucial function that housekeeping performs.*

**Keyword:** *Housekeeping Department, Hospitality Industry, Cleanliness, Guest Satisfaction, Organizational Structure*

## Introduction:

Every time we visit a house, office, shop, restaurant, or hotel, the cleanliness and upkeep of the property is the very first thing we notice. This tells us a lot about the history of the property, so we must keep everything in the house in good shape to make it appear welcoming. The idea of housekeeping then begins. Housekeeping is the daily or ongoing maintenance of a home or hotel, or the maintenance of its cleanliness, tidiness, upkeep, and smooth operation. The hotel's housekeeping staff is responsible for making sure everything is in a usable state and is operating as it should. The fundamental component of any successful housekeeping services is offering a clean, safe, and comfortable workplace.

Every hotel strives on creating an atmosphere that is as pleasant as possible by using excellent colour schemes, well-decorated rooms, eye-catching furnishings, and a well-kept competent staff. One feels at ease in such a

clean, well-organized place. Given that guests spend more time alone in their rooms than in any other part of the hotel, it is crucial to attend to their needs throughout their stay by providing them with individualised services in addition to proper hygiene and sanitation. The housekeeping staff's workload is increased by all of this. They have a lot of work to do, including cleaning and keeping the visitor rooms, common areas, caring for the laundry, linen, and bed-making decorations, as well as preserving safety and security.

The housekeeping team must collaborate with the other departments to deliver high-quality services on time and with the least amount of disruption possible. All of this results in a pleased client who becomes a repeat customer and generates revenue for the hotel. (Mangco, 2023)

### **DEFINITION OF HOUSEKEEPING**

Housekeeping is defined as the clean provision of a clean, comfortable, and safe environment. It is management of the property and equipment of an institute or organization, a house, industrial or commercial institute. (Bhatnagar, 2019)

### **OBJECTIVE OF THE STUDY:**

- a) Identify the concept of housekeeping.
- b) Understand the objectives and responsibilities of the housekeeping department in Hotels.
- b) Be familiarized with what the housekeeping staff does.
- d) Identify how the housekeeping department coordinates and collaborates with other departments.

### **CONCEPT OF HOUSEKEEPING:**

**Upkeep and Cleaning:** Housekeeping entails routine upkeep and cleaning of residential or commercial areas. This involves cleaning duties including dusting, sweeping, vacuuming, and wiping down surfaces to get rid of debris, dust, and other particles.

**Organization:** To preserve orderliness and usability, housekeeping also includes arranging possessions and objects inside a space. To make a space more usable, this may entail arranging furniture, cleaning out closets and storage areas, and decluttering areas.

**Hygiene and Sanitation:** Maintaining proper sanitation and hygiene is an essential part of housekeeping. (ARAM, 2023) This entails processing and disposing of waste in an appropriate manner to preserve hygiene and lower health hazards, as well as washing and disinfecting surfaces to stop the spread of bacteria and germs.

**Care of laundry and linens:** Taking care of laundry and linens includes washing, drying, folding, and putting away clothing, towels, and bed linens. This guarantees that the goods are sanitized, fresh, and fit for usage.

**Waste Management:** To preserve cleanliness and hygiene, housekeeping must practice proper waste management. This entails following rules and regulations when handling hazardous waste, recycling products, and getting rid of trash. (Jenny Grossenbacher)

**Inventory management:** To guarantee appropriate stock levels and avoid shortages, housekeeping in organizational contexts includes inventory and supply management. This could entail keeping an eye on consumption, placing orders for supplies, and effectively setting up storage spaces.

**Safety Compliance:** To minimize mishaps and injuries, housekeeping involves making sure that safety laws and guidelines are followed. This could entail keeping walkways clear, tying down loose wires and debris, and putting in place safety precautions like barriers and signage. (Lihanda, 2019)

**Client contentment:** In the service and hospitality sectors, housekeeping is essential to preserving client contentment. A spotless and well-kept setting improves the visitor experience and encourages favorable evaluations and return business. (Barber, 2010)

**Productivity and Efficiency:** By fostering an environment that is favorable for living or working, good housekeeping techniques help to increase productivity and efficiency. A spotless, well-organized workspace can boost productivity, lower stress levels, and raise morale.

**Constant Improvement:** Maintaining a house is a continuous process that calls for precision and constant improvement. To ensure that standards are regularly met or surpassed, it is helpful to identify areas for improvement through regular assessments, comments, and modifications.

## **OBJECTIVES AND RESPONSIBILITIES OF THE HOUSEKEEPING DEPARTMENT IN HOTELS:**

### **Objectives:**

**Upholding Cleanliness:** The housekeeping department's major goal is to make sure that the hotel's public spaces, back-of-house areas, and guest rooms are all kept tidy and sanitary.

**Creating a Positive Guest Experience:** Housekeeping strives to make visitors feel at home and welcome while they are here, which helps to increase visitor satisfaction and loyalty.

**Respecting Standards:** The department oversees upholding local health and safety laws as well as the cleanliness and hygiene standards established by the hotel management.

**Effective Resource Management:** To reduce waste and increase efficiency, housekeeping ai Maintaining Safety and Security: Resolving safety issues quickly, making sure equipment is maintained properly, and following security procedures are all necessary to keep visitors and employees safe and secure.

**Supporting Other Departments:** By making sure that guest rooms, common areas, and event spaces are cleaned and ready on time, housekeeping supports other hotel departments and helps the entire establishment run smoothly.

**Continuous Improvement:** To increase productivity, efficacy, and guest pleasure, the department always seeks to improve its procedures, guidelines, and instructional techniques.

**Responsibilities:**

Vacuuming, dusting, and replenishing amenities are among the tasks that housekeeping employees oversee performing when it comes to cleaning and maintaining guest rooms.

**Cleaning Public Spaces:** They also keep public spaces like lobbies, corridors, ands to manage resources like cleaning supplies, machinery, and labor force effectively.

**Coordination with Other Departments:** To guarantee efficient operations and successfully attend to guest needs, the department collaborates with other hotel departments, including food and beverage, maintenance, and front office.

**Respecting Health and Safety requirements:** Housekeeping is responsible for maintaining compliance with health and safety requirements, which include using personal protective equipment, handling cleaning chemicals properly, and following safety procedures.

**Keeping Records and Reports:** To monitor performance and pinpoint areas in need of development, they keep track of records and reports pertaining to cleaning schedules, room occupancy, inventory levels, and maintenance activities.

**Familiarized with what the housekeeping staff does:**

To maintain clean, comfortable, and well-maintained guest rooms, public areas, and back-of-house spaces, hotel housekeeping workers carry out several responsibilities. Here is a summary of the typical tasks performed by housekeeping staff:

One of the main duties of housekeeping personnel is to clean guest rooms. In addition to making beds, they also thoroughly clean bathrooms, dust, Hoover, wipe down furniture and clean carpets in guest rooms. They make sure every room is pristine and prepared for the next visitor.

**Changing Linens and Towels:** In accordance with hotel regulations, housekeeping personnel replace bed linens, pillowcases, and towels in guest rooms. To keep guests comfortable and hygienic, they swap out worn goods for new, clean ones.

**Restocking Amenities:** In guest rooms, housekeepers restock items including towels, toiletries, and coffee makers. They see to it that visitors have all they require for a relaxing stay.

**Cleaning Public Spaces:** The hotel's restaurants, lounges, lifts, lobbies, and corridors are all kept clean and maintained by housekeeping personnel. To make the place seem inviting to visitors, they dust furniture, Hoover carpets, mop floors and clean surfaces.

**Laundry Services:** Housekeepers oversee the collection of soiled towels and linens from guest rooms, their sorting and washing, the drying and folding of clean laundry, and its placement in the proper areas.

**Inventory control:** Housekeeping personnel keep an eye on and oversee the stock of linens, cleaning supplies, and other products. They manage appropriate stock levels and place orders for supplies when they are needed.

**Cleaning personnel inspects** guest rooms to make sure they adhere to quality and cleanliness requirements prior to guests checking in. They quickly resolve any maintenance problems or hygiene issues that they find.

**Answering Requests from Guests:** Housekeepers attend to requests from visitors for extra services, cleaning of their rooms, or repairs. To guarantee a satisfying visit, they try to attend to guests' demands promptly and politely.

**Organizing with Other Departments:** To guarantee efficient operations, handle guest requests, and arrange room assignments, housekeeping employees work in conjunction with other hotel departments, including maintenance and front desk.

**Respecting Health and Safety Guidelines:** To provide visitors with a clean and secure atmosphere, housekeepers adhere to health and safety guidelines. They follow safety regulations, wear personal protection equipment (PPE) as needed, and use the proper cleaning supplies and tools.

### **COORDINATION BETWEEN HOUSEKEEPING AND OTHER DEPARTMENT:**

For a hotel to run smoothly and give its customers outstanding service, coordination between the housekeeping staff and other departments is crucial. The standard process for housekeeping and other departments to coordinate is as follows:

**Front Office:** To handle room assignments, visitor check-ins, and check-outs, housekeeping and front office frequently collaborate closely. When a room is ready for occupancy or requires maintenance, front desk personnel notify housekeeping, which in turn notifies front desk staff of the availability of rooms and guest requests. This partnership guarantees that guest requests are fulfilled quickly and that rooms are ready for incoming guests in a timely way.

**Maintenance:** To resolve maintenance concerns in visitor rooms and common areas, the housekeeping and maintenance divisions work together. During room inspections, housekeeping personnel may find problems like broken fixtures, leaking faucets, or malfunctioning appliances. They then report these problems to the maintenance department so they may be fixed. Together with cleaning, maintenance staff plans repairs and makes sure that rooms are kept in good shape.

**Food and Beverage:** To guarantee that standards for cleanliness and hygienic conditions are fulfilled in dining rooms, eateries, bars, and banquet halls, housekeeping and food and beverage departments work together. Staff members who work in food and beverage service alert housekeeping to spills or messes that need to be cleaned up right away, and housekeeping personnel clean and maintain these areas on a regular basis. This partnership contributes to keeping dining areas tidy and welcoming for patrons.

**Security:** When it comes to issues pertaining to visitor safety and security, the housekeeping and security teams may work together. When making rounds, housekeeping staff members can report to the security team any suspicious activity or potential safety risks. When housekeeping receives requests from guests for assistance, security personnel may also help by escorting staff in remote regions of the hotel for safety.

**Sales and Marketing:** To highlight the cleanliness and caliber of hotel accommodations in promotional materials and advertising campaigns, housekeeping may collaborate with the sales and marketing department. In order to help housekeeping make appropriate plans, sales and marketing personnel may advise housekeeping about planned events or special promotions that may have an impact on room occupancy and cleaning schedules.

**Human Resources:** The departments of housekeeping and human resources work together on issues pertaining to employee relations, training, and staffing. In addition to giving training courses on cleaning processes and safety measures, human resources may help housekeeping with hiring new employees and handling any personnel issues that may occur within the department.

Overall, keeping the hotel's cleanliness, productivity, and guest satisfaction levels high depends on efficient cooperation between housekeeping and other departments. It takes teamwork, mutual respect, and clear communication to make sure every department runs well and adds to the establishment's overall success.

## CONCLUSION:

In summary, this elucidating study has yielded insightful information about the housekeeping division in the hospitality sector. Maintaining the cleanliness, comfort, and general contentment of guests at hotels and other hospitality institutions is largely dependent on the crucial role that housekeeping performs.

We have looked at the goals, duties, and essential operations of the housekeeping division throughout this research. Housekeeping employees handle a variety of duties to keep the hotel environment tidy, secure, and welcome, from inventory management to guest room cleaning and upkeep to laundry services management.

We have also talked about how crucial it is for the housekeeping staff to work in tandem with other hotel departments including front desk, maintenance, food and beverage, security, sales and marketing, and human resources. Smooth operations and providing visitors with outstanding service depend on efficient coordination and communication amongst these departments.

Overall, this study emphasizes how important the housekeeping division is to maintaining the hospitality industry's standards for cleanliness, hygienic practices, and visitor pleasure. Hospitality workers may improve the entire guest experience and help their business succeed by knowing the responsibilities and roles of the housekeeping department.

## REFERENCES:

*ARAM, H. (2023, JULY 29). The Importance Of Hygiene Standards In Hotels. Retrieved from <https://hotelaram.in/>*

*Barber, N. &. (2010). Enhancing the assessment of tangible service quality through the creation of a cleanliness measurement scale. *Managing Service Quality*, pp. 70-88. doi:10.1108/09604521011011630.*

*Bhatnagar, E. &. (2019). Impact of Housekeeping Services and Practices on Customer Satisfaction and Repeat Business. . *Prabandhan: Indian Journal of Management*, 12(46). doi:10.17010/pijom/2019/v12i8/146417.*

*Jenny Grossenbacher. (n.d.). Housekeeping Best Practices. Retrieved from [https://www.montana.edu/\\_resources/msu/2/images/structure/msulogo-reverse-footer.png](https://www.montana.edu/_resources/msu/2/images/structure/msulogo-reverse-footer.png)*

*Lihanda, E. (2019, 07 11). What is housekeeping and effects of poor housekeeping. Retrieved from <https://www.linkedin.com/>*

*Mango, C. &. (2023). Assessing Hygienic Practices, Sanitation Procedures of Housekeeping Department Perceived by Hotels-Motels Housekeeping Heads. . *Interdisciplinary Social Studies*. doi: 2. 2186-2193. 10.55324/iss.v2i8.453.*