



Central University of
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CHANGING THE FACE OF HOUSEKEEPING

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The Unsung Heroes of the Hospitality Industry

“Housekeepers are the forgotten heroes and heroines of the hotel world”

Caterer and Hotelkeeper



Changing the Face of Housekeeping

- The past
- The present
- Housekeeping in depth
- The transition
- The future



The Past

Housekeeping history and perceptions...

- Gender specific career
- Unskilled labour
- Not a challenging career option



The Present

- Ignored department
- No competitiveness = Pride
- No role models

Big role players

Changes & Challenges

- Technology
- Trends
- Evolving client



Housekeeping in Depth

- **D** -Dedication
- **E** -Exceptional Attitude
- **P** -Perfectionism
- **T** -Trustworthiness
- **H** -Honourable



Housekeeping in Depth



KPAs	SOUTHERN SUN	PROTEA	SUN INTERNATIONAL	CITY LOGE	THREE CITIES	PARK HYATT
Objective / Purpose	To lead the Housekeeping team and outsourced partners. Exceed guests' expectations by delivering high standards of excellence in all housekeeping, laundry and related guest service areas.	To acquire and maintain guests by anticipating, meeting and exceeding the guest's expectations	To contribute to a holistic hospitality experience for customers, associates and other stakeholders by constantly exceeding expectations and creating an environment of enrichment for all in our community to thrive.	To ensure that all rooms and public areas are kept in a good state of housekeeping and that all maintenance problems are reported and checked after being rectified.	To ensure company standards of room presentation and cleanliness. Include all public areas, and adhere to and, where possible, improve upon.	To ensure the smooth and efficient operation of Housekeeping and Laundry departments. Achieving maximum guest satisfaction by providing the high standard of cleanliness and maintenance required by the hotel.
Budgeting and Inventory	Prepare and manage the departmental budget. Daily stock control		Control budgeting and cost control when ordering guest supplies, uniforms and linen. Write month-end reports.	To ensure that the linen room is correctly stocked and controlled in accordance with company policy.	Prepare budgets of all cleaning materials and guest supplies Stock taking of linen and other stock.	Assist in preparing department budget.
Human Resources Management	Ensure staff complies with policy. Keeping of staff records Monitor staff performance	Allocate staff into shifts, and areas in the hotel. Use the hotel's disciplinary procedures to solve grievances.	Complete pay-roll "input" forms for HR. Do monthly appraisals of staff. Involved in recruitment and selection of staff in department.	Assist with duty management shifts.	Schedule staff rosters and leave plans. Employment and dismissal of staff. Effectively discipline staff when necessary.	To conduct employee evaluations. To conduct staff interviews and liaise with Human Resources.
Procurement	Order and inspect orders and equipment used for quality. Manage par stock levels.	Order and inspect orders and equipment used for quality. Manage par stock levels.	Control budgeting and cost control when ordering guest supplies, uniforms and linen.	Monthly stock take of all guest supplies, and tri-monthly of all operating equipment.	Manage Par levels.	Control and purchase of cleaning supplies and guest supplies.
Operational Management	Plan, organise, control for optimum functioning. Stock level management. Evaluate work in rooms and public areas. Supervision of operating equipment.	Check rooms before handing back to front office. Stock level management. Evaluate work in rooms and public areas. Supervision of operating equipment.	Prepare and manage staff rosters, according to business levels. Ensure healthy and safe working environment. Ensure that rooms are serviced according to standards. Monthly linen stock take and level control. Attend Rooms Division meetings	Ensure that room status is communicated to Front Office. Ensure proper handling of guest laundry daily. Maintain clean quality of rooms and public areas.	Conduct random room check, to ensure maintenance and cleaning standards. Ensure maintenance jobs are carried out. Care and safety of lost items.	To liaise with Laundry, F&B and Maintenance depart. To ensure smooth flow of linen, and repair work and laundering of staff uniforms. Review of Occupancy reports. Inspection of public areas and hotel to ensure maintenance of standards. To keep track of standards with competitors. To ensure that guest history records are kept up-to-date.
Training & Development	Inform staff about policies. Training to improve service delivery and optimum performance.	On-the-job training. Conduct regular feedback and performance appraisals.		Hold meetings with staff and give feedback to GM.	Plan regular staff training.	Conduct regular meetings with employees to inform them of policies and procedures. Provide detailed training of employees.
Contract Management	Prepare performance reports regarding contractor's performance. Build working relations with contractor.				Report on a daily basis with Room Divisions Manager	Liaise with contract company to ensure that instituted programme is maintained. To ensure proper arrangement of flowers in guest rooms and public areas.

Housekeeping in Depth



Housekeeping in Depth





The Transition

**Hospitality
Industry
(Housekeepers)**
Requirements



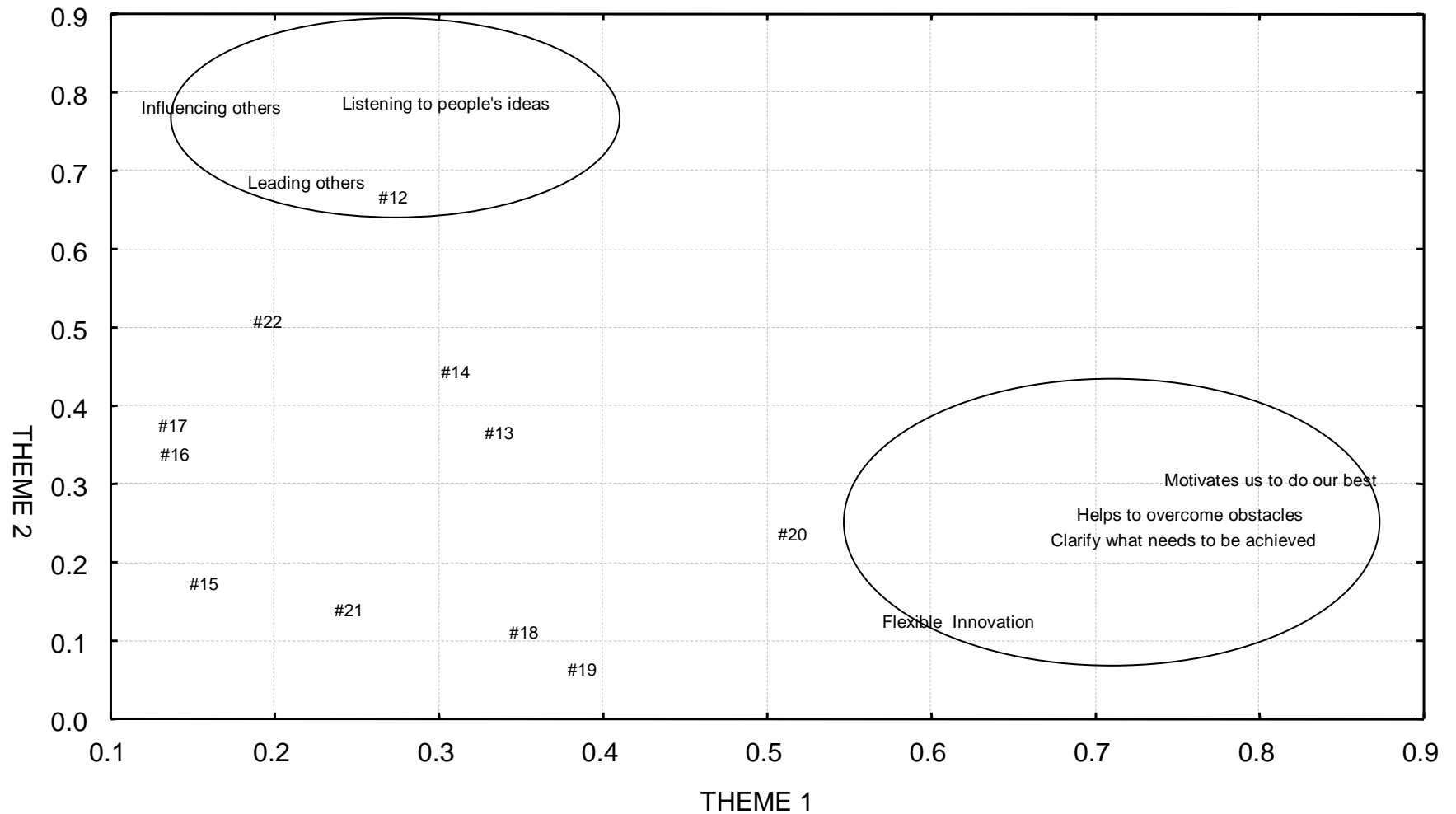
Academic
Learning Content
Research

Research Results

Factor Loadings, Factor 1 vs. Factor 2

Rotation: Varimax raw

Extraction: Principal components



Managerial competence (15%)

In the manner in which they organise work, remove obstacles and provide feedback to their subordinates.

Leadership: Visionary approach (19%)

By motivating people to do their best by having a clear picture in mind of what needs to be done and how people could contribute to that purpose by learning from past mistakes.

Leadership: Inter-personal competence (18%)

Through a caring sensitive approach to interpersonal relationships by showing respect and listening to others' ideas

Leadership: Intra-personal competence (16%)

Through self-confidence and integrity serving as the basis of their personal power from which they challenge narrow-mindedness, embrace diversity and prepare to deal with the brutal facts.

The Future

As an individual you have to know who you are, so you can define yourself, because if you don't, someone else will.

- Dr David Molapo





Thank You