TABLE OF CONTENTS

6 DEFINITION OF HOUSEKEEPING

7 What is housekeeping?

8 Positions in housekeeping

9 Historical perception of housekeeping

10 Housekeeping today

12 HOUSEKEEPING FROM THE GUEST'S PERSPECTIVE

13 What guests expect

17 Housekeeping covers so much, yet it´s rarely talked about

How strange!

Housekeeping significantly affects guest satisfaction

20 HOUSEKEEPING IN ACCOMMODATION FACILITIES

21 Housekeeping – a bridge between all departments

22 Cooperation with other centres

Housekeeping and the technical department

23 What does housekeepinmg cover?

Stewarding

24 ORGANISATION OF HOUSEKEEPING

25 Permanent employees or outsourcing

26 Outsourcing - a modern trend in housekeeping

30 EXECUTIVE HOUSEKEEPER

31 Managing people and costs

32 Principles for efective people management

Setting up the system

36 Communication and training

42 Motivation, development and education

45 Good working conditions

49 Long-term, medium-term and short-term planning

Coordination

50 Cost management

Creating a plan, i.c. a budget

52 Setting and monitoring parameters

54 Staff costs

60 Laundry costs

67 Costs of cleanig products

69 Cost of consumables
71 Costs of printed materials
73 Selecting suppliers
Waste sorting
Managing occupancy during the off-season
76 HOUSEKEEPING SUPERVISOR
77 Vision, plans and achievements
78 Daily planing
Daily monitoring room cleannig schedule
79 Daily staff schedule for the next day
80 Rugular activities
81 Staff coordination
82 Inspection
83 Monitoring parameters/costs
84 ROOM ATTENDANT
85 Not everyone can be a room attendant
86 Monitoring preparation
Checking vacant rooms on a daily basis
87 Checking vacant arrival rooms
Room cleaning
Departure room
92 Stay-over room
94 Evening turndown service
What makes a room attendant a true professional?
100 OTHER HOUSEKEEPING STAFF
101 Housekeeeping and laundry attendant
104 DESIGN VS. OPERATIONS
101 When will you finally come and ask us?
112 FREQUENTLY ASKED QUESTIONS OR WHAT YOU WANTED TO KNOW ABOUT HOUSEKEEPING BUT DIDN'T KNOW TO ASK
116 CONCLUSION
118 GLOSSARY OF SELECTED HOTEL TERMINOLOGY
120 ABOUT THE AUTHOR