



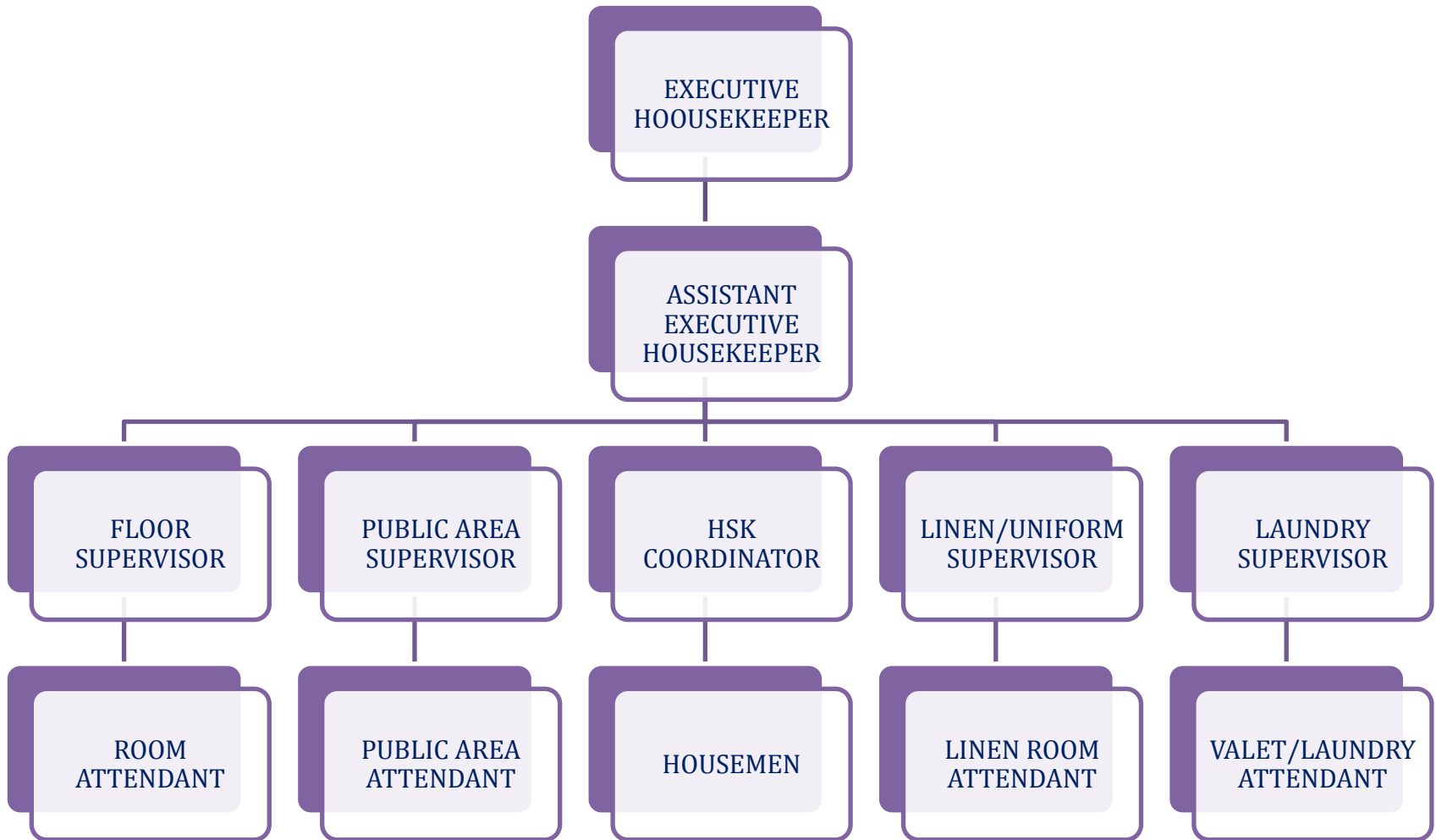
**РАНХиГС**

РОССИЙСКАЯ АКАДЕМИЯ НАРОДНОГО ХОЗЯЙСТВА  
И ГОСУДАРСТВЕННОЙ СЛУЖБЫ  
ПРИ ПРЕЗИДЕНТЕ РОССИЙСКОЙ ФЕДЕРАЦИИ

HOTEL MANAGEMENT

**HOUSEKEEPING**

# HOUSEKEEPING - ORGANIZATIONAL CHART



# HOUSEKEEPING – AREAS OF RESPONSIBILITY

GUESTROOMS (including hallways, elevators, stairwells, floor closets)	HSK
PUBLIC AREAS (lobbies, front desk, main entrance, corridors, restrooms, game and exercise rooms, and shops)	HSK
OFFICES	HSK
EMPLOYEE AREAS (including locker rooms, cafeterias, and restrooms)	HSK
LAUNDRY ROOM	HSK
LINENE ROOM	HSK
HOUSEKEEPING STORAGE AREAS	HSK
RECREATION AREAS (including pools, tennis courts, volleyball courts, etc.)	ENG
GROUNDS (parking lot, parking garages, trees, landscaping, and sidewalks)	ENG
MAINTENANCE SHOP	ENG
FOOD AND BEVERAGE SERVICE AREAS (restaurants, coffee shops, bars, lounges)	F&B
KITCHENS	F&B
BANQUETS	BANQ

# CLEANING FREQUENCY SCHEDULE – LOBBY

CARPET	VACUUMED	DAILY
FURNITURE	DUSTED	DAILY
FURNITURE	POLISHED	WEEKLY
LAMPS	DUSTED	DAILY
WOOD PANELING	POLISHED	MONTHLY
SCONCES	DUSTED	WEEKLY
WATER FOUNTAIN	S/S CLEANED	BI-WEEKLY
AIR VENTS	DUSTED	MONTHLY
HALLWAY	STRIPPED/WAXED	MONTHLY

# HOUSEKEEPING – CLASSIFICATION OF MATERIAL

**FIXED ASSETS**  
Capital Expenditure

**FF&E**  
(Furniture, fixtures and  
equipment)

**SOFTWARE**

**DEPARTMENT EQUIPMENT**

**OPERATING ASSETS**  
Operating Budget

**CLEANING SUPPLIES**

**LINENS**

**UNIFORMS**

**GUEST SUPPLIES**  
Non-reusable, reusable

# Characteristics of Material FIXED ASSETS – FURNITURE - BEDS



KING (190 X 210)



QUEEN (150 X 200)



TWIN (105 X 190)



DOUBLE (135 X 190)

# Characteristics of Material FIXED ASSETS – SOFTWARE



BLANKETS



PILLOWS



MATTRESS COVERS



WINDOW COVERINGS

# Characteristics of Material FIXED ASSETS - DEPARTMENT EQUIPMENT - CARTS





# Characteristics of Material DEPARTMENT EQUIPMENT - DRY VACUUM CLEANERS



8 L / 15 L  
VACUUM



BACK PACK  
VACUUM



UPRIGHT  
VACUUM



CARPET PILE  
LIFTER

# Characteristics of Material DEPARTMENT EQUIPMENT - WET-AND-DRY VACUUM CLEANERS



SMALL



REGULAR



LARGE

# Characteristics of Material DEPARTMENT EQUIPMENT - CARPET CLEANERS (EXTRACTORS)



SMALL



REGULAR



LARGE

# Characteristics of Material DEPARTMENT EQUIPMENT - BURNISHERS, POLISHERS, SCRUBBERS



# Characteristics of Material OPERATING ASSETS – CLEANING SUPPLIES - CHEMICALS

**FURNITURE & FIXTURES/SURFACES/RESTROOM & BATHROOM/FLOOR/CARPET**



1  
ACIDIC SOLUTION

7  
NEUTRAL SOLUTION

14  
ALCALINE SOLUTION

pH SCALE

# Characteristics of Material OPERATING ASSETS – CLEANING SUPPLIES CLEANING ACCESSORIES



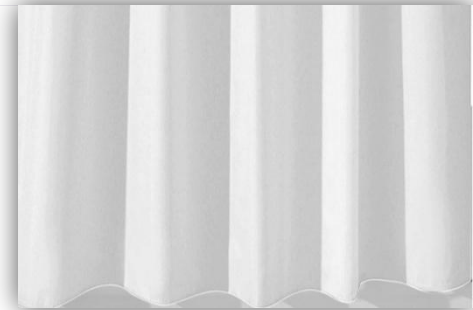
# Characteristics of Material OPERATING ASSETS - LINENS



**BED LINENS**



**BATH LINENES**



**TEXTILE SHOWER  
CURTAINS**

# Characteristics of Material

## OPERATING ASSETS – GUEST SUPPLIES

### NON-REUSABLE SUPPLIES

#### SAMPLE BATHROOM AMENITY ITEMS



HAND SOAP

MOUTHWASH

BATH SOAP

SHAVING CREAM

SHOWER GEL

RAZOR

SHAMPOO

AFTER SHAVE LOTION

CONDITIONER

NAIL CLIPPERS

HAND LOTION

NAIL FILE

SHOWER CAP

COSMETIC STICK

FACIAL TISSUE

COSMETIC PAD



# Characteristics of Material OPERATING ASSETS – GUEST SUPPLIES NON-REUSABLE SUPPLIES

## SAMPLE GUESTROOM AMENITY ITEMS

	PEN/PENCIL	SHOE SPONGE
	NOTEPAD	CLOTHES BRUSH
	POSTCARDS	SLIPPERS
	STATIONERY	LAUNDRY BAG
	SEWING KIT	CANDY/CHOCOLATE
	SHOE HORN	TEA/COFFEE

# Characteristics of Material OPERATING ASSETS – GUEST SUPPLIES REUSABLE SUPPLIES

## SAMPLES REUSABLE GUEST SUPPLIES

	CLOTH HANGERS	ADAPTERS
	WASTEBASKET	EXTENSION CABLE
	TRAY	DO-NOT-DISTURB SIGN
	GLASSES	WATER PITCHER

# Characteristics of Material OPERATING ASSETS - UNIFORMS

PURCHASING, LAUNDERING, MAINTAINING, ISSUING



# HOUSEKEEPING – CLEANING FUNCTION

## BEGINNING DAILY ACTIVITIES

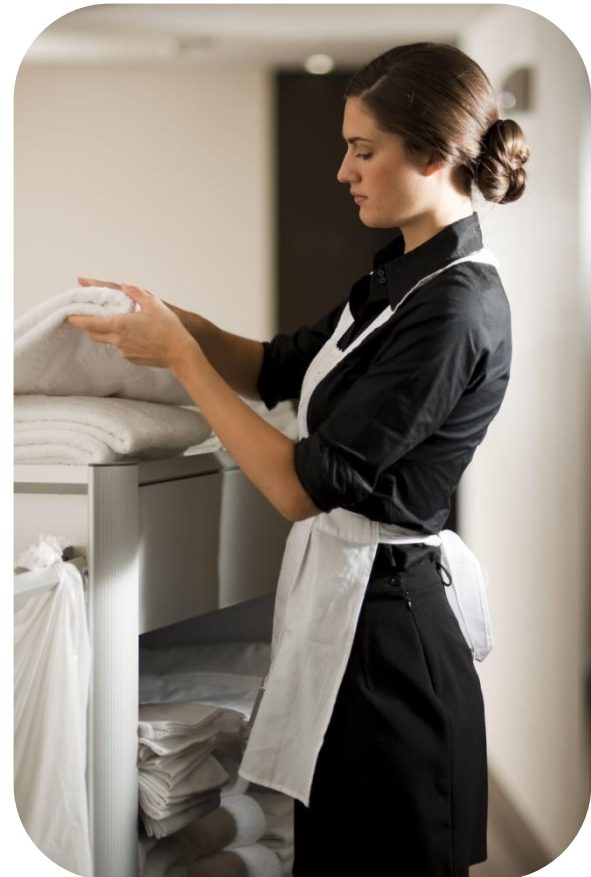
CONGREGATE IN THE LINEN ROOM

RECEIVE A BRIEFING ON THE DAY'S  
ACTIVITIES

COLLECT SERVICE CART

COLLECT WORK REPORT

SIGN IN FOR MASTER KEY



# HOUSEKEEPING – CLEANING FUNCTION

## SEQUENCE OF CLEANING ACTIVITIES



CHECKED OUT ROOMS

REQUESTS FOR EARLY  
SERVICE

EXPECTED CHECK-OUTS

STAYOVER ROOMS

DND ROOMS

# HOUSEKEEPING – CLEANING FUNCTION

## GUESTROOM CLEANING PROCEDURES

ENTERING THE ROOM

PLACING THE SOILED BED AND BATHROOM  
LINEN IN THE SERVICE CART RECEPTACLE

AIR OUT THE ROOM AND TURN ALL  
LIGHTS

MAKING THE BED

CHECK THE EQUIPMENT (TV SET, CLIMAT  
CONTROL, ETC.)

DUSTING AND WIPING THE BEDROOM

ASCERTAIN NO ITEMS ARE MISSING,  
BROKEN, VANDALIZED

BATHROOM CLEANING

ASCERTAIN NO PERSONAL BELONGINGS  
HAVE BEEN LEFT

VACUUMING

EMPTY OUT THE TRASH BINS

LEAVING THE ROOM

# HOUSEKEEPING – CLEANING FUNCTION

## TURNDOWN SERVICE

ENTERING THE ROOM

AIR OUT THE ROOM

EMPTYING THE TRASH

UNFOLDING THE BED

DRAWING THE DRAPES CLOSED

BATHROOM CLEANING

LEAVING THE ROOM



