

ACCOMMODATION OPERATIONS

STD XII (THEORY)

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UNIT 1 : HOTEL GUEST ROOM

- Importance of a guest room
- Types of Rooms
- Tariff Plans

A hotel sells a combination of accommodation, food, drinks, and other services and facilities to its guests. The main accommodation product is the room, which is among the principle sources of revenue for the hotel. Other facilities and benefits, such as ambience, décor, in-room amenities, and security, are add-ons that play significant role in the pricing of the services. In order to suit the profile and pocket of various kinds of guests, hotels offer different types of rooms that cater to the specific need of the guests.

The rooms may be categorized on the basis of the room size, lay-out, view, interior, decoration, and services offered. The various types of rooms offered by a hotel are as follows:

Single Room:A single room has one single bed for occupancy. An additional bed (called extra bed) may be added to this room on the request of a guest and charged accordingly. The size of the bed is normally 3 feet by 6 feet. However, the concept of single rooms is vanishing nowadays. Mostly, hotels have twin or double rooms and charge for single room if occupied by one person.

Twin Room:A Twin room has two single beds for double occupancy. An extra bed may be added to this room on the request of a guest and charged accordingly. The bed size is normally 3 feet by 6 feet. These rooms are suitable for sharing accommodation among a group or delegates of meeting.

Double Room:A double room has one double bed for double occupancy. An extra bed may be added to this room on the request of a guest and charged accordingly. The size of the double bed is generally 4.5 feet by 6 feet.

Triple:A triple room has three separate single beds and can be occupied by three guests. This type of room is suitable for groups and delegates of meetings and conferences.

Quad:A quad has four separate single beds and can accommodate four persons together in the same room.

Hollywood Twin Room:A Hollywood twin room has two single beds with a common headboard. This type of room is generally occupied by two guests.

Double-Double Room:A double-double room has two double beds and is normally preferred by family or group as it can accommodate four persons together.

King Room:A King room has a king size bed. The size of the bed is 6 feet by 6 feet. An extra bed may be added to this room on the request of a guest and charged accordingly.

Efficiency Room:An efficiency room has an attached kitchenette for guests preferring longer duration of stay. Generally, this type of room is found in holiday and health resorts where guests stay in longer time.

Hospitality Room:A hospitality room is designed for the hotel guests who would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on hourly basis.

Penthouse:A penthouse is generally located on the topmost floor of hotels and has an attached terrace or open sky space. It has very opulent décor and furnishings, and is among the costliest rooms in the hotels, preferred by celebrities and major political personalities.

Lanai: A lanai has a veranda or roofed patio, and is often furnished and used as a living room. It generally has a view of a garden or sea beach.

TARIFF PLANS

1. European Plan (EP) :

This plan includes only the room charges and morning tea in some cases. All other charges are charged extra. Most commercial hotels run on this plan.

2. Continental Plan (CP.) :

This plan includes room charges and a continental breakfast. All additional charges are considered extra. [A continental b/f consists of juices, toast or rolls, butter, cheese, jam, tea or coffee but no eggs.]

3. Bermuda Plan (BP) :

This plan includes room charges optional early morning tea and an American breakfast. [Americanb/f is a buffet breakfast not served in the room]

4. American Plan (AP) :

This plan includes all principal meals. It includes room charges with optional morning tea, English B/F, lunch, afternoon tea and dinner. It is mostly found in resort hotels and in commercial hotels catering to groups sent by airlines and companies or travel agents. This plan

is also known as 'all inclusive plan' or 'full board' or 'en pension' [English breakfast has all courses like American B/F and ham, bacon, meat is also included].

5. Modified American Plan (MAP) :

This plan has evolved out of the American plan. It includes room charges with optional morning tea, English B/F and an option of lunch or dinner. It is also called as 'demi pension' or 'half board'. This facilitates the guests to eat out for one meal. It is usually used for groups where meal coupons are provided to the guests (coupon is valid only for a day) and the coupon cost is included in the room rent.

BASIS OF CHARGING

CHECK-IN / CHECK-OUT BASIS

As per this system, a particular time of the day is fixed as the check-out time. The most common is a 12 noon check-in / check-out system. According to this, the day starts at 12 noon daily and ends at 12 noon the next day, immaterial of the time at which the guest checks-in

24 HOURS BASIS

As per this system, the guest is entitled to keep his room for a period of 24 hours from the point of the guest's check-in, for a day's charge. There is no fixed time of arrival for the guest. This system of charging is generally practised at resort hotels.

e.g. Mr. X checks-in at 1300 hrs on Tuesday. He will be charged for one day till 1300 hrs on Wednesday.

PER NIGHT BASIS

According to this system, the guest is charged on the basis of the number of nights he stays. This system has evolved from the 24 hours system of charging, and is not very much in use in the modern day hotels.

GUESTROOM STATUS

Room status	Code	Definition
Occupied room	O or OCC	A guest is currently registered to the room
COMPLIMENTARY ROOM	COMP	The room is occupied but the guest is not to be charged for its use
STAY OVER		The guest is not checking out today and will occupy the room for at least one more night
ON-CHANGE ROOM	O/C	The guest has departed , but the room has not yet been cleared and readied for sale
DO NOT DISTURB	DND	The guest has requested not to be disturbed
SLEEP OUT ROOM		A guest is registered to the room ,but the bed has not been used
SKIPPER		The guest has left he hotel without making arrangement to settle his/her account
SCANTY BAGGAGE	SB	The guest has light luggage that could be carried away in his/her hand without indicating an obvious departure, should he/she walk out with it
SLEEPER	NC	The guest has settled his/her account ,but he front office staff has failed to properly update the room status
VACANT-AND-READY/ VACANT-AND- CLEANED/ CHECKED- AND READY	V/C or CR	The room has been cleared, inspected and is ready for an arriving guest
OUT OF ORDER	OOO	The room cannot be assigned to a guest, it may need maintenance work to be done refurnishing or extensive cleaning
DID NOT CHECK OUT	DNCO	The guest made arrangement to settle his/her account but has left without informing the front office
CHECK-OUT/ VACATED/DEPARTURE ROOM	CO or C/O	The guest has settled his or her account, returned the room keys, and left the hotels
LATE CHECK OUT		The guest has requested and is being allowed to check out later than the hotel's standard checkout time
VACANT ROOM	V	Room in which no guest has slept the previous night and which is not yet occupied
UNDER-REPAIR ROOM	UR	The guestroom is not to be assigned to any guest as repair work is being carried out

UNIT 2: GUEST SERVICES

- Handling Guest Mail
- Custody & Control of Keys
- Left Luggage handling
- Paging
- Safe Deposit Lockers
- Guest Room Change
- Guest Complaints

Introduction

During a guest's stay in a hotel, the front office staff provide various kinds of guest services. These services may vary from hotel to hotel and from guest to guest. Some guests require that the hotel attends to their messages, mails, telephones calls and visitors when they are not in the hotel. They may also want to keep their valuables and important documents in safety lockers. They also might require to be woken up at particular times and to be reminded of certain tasks and meetings by reminder services. Depending on the guest's requirements, the front office takes care of the guest's mails, messages, keys, and left luggage. It also handles guest paging and guest complaints, as well as arranges safety deposit lockers, guest room changes and wake up calls.

Handling Guest Mail

When guests are away from their homes, they need a contact address where they can receive any urgent mails, calls, parcels or faxes. During their stay in a hotel, guest may provide their family and clients the contact details of their hotel for any urgent communication. All the mails addressed to the hotel are received by the front desk, bell desk, or information desk as per the house customs.

Custody and Control of Keys

To ensure the safety and security of guests' belongings, the front desk must keep the room keys in safe custody. It is important for the front desk to exercise a strict control on room keys for the following reasons:

- It prevents unauthorised access to the guest room.
- It can be established who all entered the guest room.
- It ensures security of the guest and the guest's belongings.
- It prevents intrusion in the guest's privacy.

Guest Paging

Paging is the process of locating guests in a specified area of the hotel. When a guest is not in her room (though she is in the hotel premises) and is expecting a visitor, she may fill a location form and leave the same at the front desk. When the visitor comes to meet the guest, the front desk agent writes the name and room number of the guest on a page board and sends a bell boy to the area mentioned by the guest on the location form.

Safe Deposit Locker

A key concern for guests is the safety of their belongings, especially cash, jewellery and important documents. Hotels provide safe deposit lockers for the same. These safe deposit lockers have a single key, so only the guest can operate the locker.

Some hotels have lockers which open by the simultaneous use of two keys - the front desk agent and the guest use their respective keys to open the lock.

Procedure for Using Safe Deposit locker:

Every hotel has its own operating procedure for the allotment of safe deposit lockers. The standard procedure has two stages:

1. Issue of locker
2. Surrender of locker

Issue of Locker

When a guest wishes to use the locker facility extended by the hotel, the following procedure is followed

1. An empty safe deposit locker is allocated to the guest with the locker number.
2. A safe deposit box registration card is handed over to the guest and the guest is requested to fill the necessary information.
3. The locker is assigned and the locker key is handed over to the guest.
4. The guest keeps the valuables and documents in the locker, locks the box, and carries the key.
5. The guest can use the safe deposit box as and when required, he is required to make an entry in the safe deposit locker register for each use.

Surrender of locker

When the guest surrenders the safe deposit box, the following procedure is followed:

1. The guest is requested to withdraw the articles placed in the locker.
2. The guest is request to sign an acknowledgement that he has received all the articles that had been placed in the safe deposit box.
3. The guest surrenders the locker key to the front office agent.

Wake-Up Call

Hotels offer wake-up call services, wherein the hotel staff makes a telephone call at a requested time to awaken a guest. The guest who wishes to be given a wake-up call by the hotel personnel may place a request with the front desk. The wake-up call request is entered in the wake-up call register and the wake-up call is given to the guest at the specified time.

Guest Room Change

Guest rooms are the most important commodity of a hotel. They form a large component of the guests' overall experience at a hotel, in case a room doesn't match the guest's expectations, the guest may want to change the room.

A guest may want to change his room in the following circumstances:

1. If the room assigned to the guest is not as per his choice.
2. If one or more equipment or facilities in the room are not working satisfactorily.
3. If the number of occupants in the room changes.

The hotel may wish to change the guest's room for the following reasons:

1. If the guest was upgraded due to the non-availability of the requested category of rooms.
2. If the guest overstays and the hotel does not have a room of the same type to allot to the next guest.
3. If the hotel has scheduled spring cleaning for the room.
4. If the room requires maintenance work.

Procedure for Changing the Guest Room:

To change the room of a resident guest, the following procedure is followed

1. The front office informs the guest about the room change in advance so that the guest packs his luggage properly.
2. The front office agent fills six copies of the guest room change slip for reception, bell captain, front desk cashier, telephone exchange, housekeeping, and room service-and takes authorization from a competent authority.
3. A bell boy is called and given the keys of the new room. He proceeds to the guest room to shift the guest luggage.
4. In case of dead move the bell boy asks the room boy to open the guest room. If it is a live move, he goes to the room and requests the guest to allow him to shift the luggage.
5. The bell boy removes all the guest's belongings from the room and locks the room. He then carries all the belongings to the new room and hands over the new room keys to the guest. He collects the keys of the room being vacated from the guest and deposits the same at the front desk.

<i>Hotel ABC</i> Room Change Slip		S.No: _____
		Date: _____
		Time: _____
From Room No: _____ Rate: _____	To Room No: _____ Rate: _____	
Name of the Guest: _____		
Reason for change: _____		
Authorized by	Signature	
Copy to: Reception, Bell Captain, Front Desk Cashier, Telephone, Housekeeping and Room Service		

Left Luggage Handling

There are times when guests check out of their rooms but would like to leave their luggage in hotel and collect it later. For example, a guest, who has to take an evening flight, may vacate the room at the check-out time to save the room charges for another day. In such a case, the guest luggage may be brought down and stored in the left luggage room. The same facility may be extended to a guest who would return to the hotel after a short visit to another city. Thus the left luggage facility helps guests keep their luggage in the hotel for a short time, even though they have settled their bills and checked out of the rooms. Some hotels may charge for the left luggage facility while others may not.

Guest Complaints

When guests are not satisfied with some services and express their discontent to hotel employees, most often to the front desk staff, their grievances are recorded as guest complaints. When guests find it easy to express their opinions to the staff, both the hotel and the guests benefit. The hotel gets a feedback about its staff and services and can take corrective actions, while the guest can have a comfortable stay if his problems are addressed. If a front office agent is unable to handle a guest's complaint, she should call her superior before the situation gets out of control or becomes worse

Type of Guest Complaints

The guests' complaints can be grouped into four major categories mechanical, attitudinal, service-related, and unusual complaints.

Mechanical Complaint: Mechanical complaints are related to the malfunctioning or non-functioning of systems and equipment installed in guest rooms, like television, mini-bar, weather control, channeled music, geyser, and so on

Attitudinal Complaint: When the guest feels insulted by rude or tactless hotel staff and lodges a complaint, it is referred to as attitudinal complaint. A guest may also make attitudinal complaints when the hotel staff bothers him with their problems.

Service related complaint: Service related complaints are about the problems in services provided by the hotel, like delay in the room service of lunch, or delay in the clearance of soiled crockery from the room after meals, etc.

Unusual Complaint: Unusual complaints are those over which the hotel does not have any control. For example, a guest may complain about the lack of golf course in the hotel or the lack of central heating facility, etc.

UNIT 3 : HOUSEKEEPING CONTROL DESK

- Introduction
- Form & Formats
- Lost & Found
- Key Control

Introduction

The housekeeping control desk is the central hub of the housekeeping department. This is the area in the department where all the information is received and from where messages are dissipated to housekeeping and other staff present in various parts of the hotel. Thus, the control desk may be considered the nerve centre for to- and –fro communication in the housekeeping department. One of the main functions of the control desk is ensuring smooth coordination between housekeeping and other departments such as maintenance, front office, food and beverages, security, sales and marketing, and so on.

Apart from maintaining the intra- and inter-departmental channels of communication, it is the control desk which receives messages from in-house guests over the telephone. In the most hotels, this is the area where housekeeping employees report for work; collect the respective keys, signing for them; peruse the log book; get their briefing; and at the end of their shift, report back to.

The main physical feature visible in most control desk areas is the key cabinet on the wall, where all floor master keys and store keys are kept under lock and key themselves. Another common feature here is a large notice board displaying notices, general information, duty rosters, cleaning schedules, VIP lists, list of work crews and groups, and so on.

One of the most important roles of the control desk is maintaining various important records, registers, forms, and formats so that they are available and easily accessible for reference to managers and supervisors.

Needless to say, the control desk is manned round the clock for efficiency and smooth communication in the department at all times.

FORMS, FORMATS, RECORDS, AND REGISTERS

Many important forms, formats, records, and registers are maintained at the control desk. Some of the common ones are outlined below.

Key control register: This is the one of the most important registers maintained at the housekeeping control desk. It is the part of the key-security system to be followed by the

housekeeping department. Each employee who is handed over a key, any key, from the key cabinet is supposed to sign for it in a key control sheet in this register.

Format of a sheet in the key control register

Key Control Sheet							
Date:.....							
Key Code	Name	Signature	Time Out	Issued by	Time in	Signature	Received

Log book: Another important register kept for reference at the housekeeping control desk is the log book. The log book is used to record all messages that the staff from an earlier shift want to convey to the employees on the next shift. All supervisors reporting for work should peruse the log book for any important messages left for them by the staff of the previous shift.

Format of a page in the housekeeping log book

Housekeeping Log Book	
Shift.....	Date.....
Time..... Log entries - - - Name & signature of the desk attendant 	

Key history register: This carries the records of all keys lost in the housekeeping department and those for which new keys or duplicates are being used. Ideally, though, for any key lost, a new lock-and –key unit should be installed rather than using a duplicate. This in the interests of security.

Maintenance register: This register is used for recording all the maintenance work required in the rooms. Based on the information contained in the register, the control desk attendant fills out the work order form to be sent to the maintenance department.

Register for missing guest items: This register is of great importance as the missing items may be found later and there should be a record giving the details of the item. Also, sometimes there may be a pattern in the articles missing from guestrooms and the name of a single employee may be found involved in each case.

Format of a page in the register for missing guest items

Missing Property						
Sr. No.	Date	Description of the missing item	Name of the guest	Room No./ Location	Reported By	Names of the GRA & Supervisor who serviced the room

Lost And Found Procedures

“Lost and Found” in housekeeping parlance refers to those articles inadvertently left or lost by the guest in the hotel. Such articles can range from jewellery, costly electronic goods to simple garments, etc. However, the hotel considers it is duty to protect such articles till such time that are claimed by the guest until a stipulated time. Generally it is classified into three main categories:-

- Perishable items
- Non –valuable items
- Valuable items

The lost and found department should be set up in the following ways:-

- One location should be selected to receive lost items whether they were found in guestrooms or public areas. The lost items must be secured in a locked closet or area that has highly restricted access.
- Employees are instructed to bring items to lost and found with valuables receiving immediate attention.
- At the end of each day, each item is logged in a book with numbered spaces. Entries should contain description of each item and place it was found.
- The sequenced numbers correspond with numbered boxes inside the secured closet so that items will be easy to locate.
- Valuable items such as jewellery, wallets, airline tickets, passport, and car keys should be kept in hotels safe.

Procedure to handle lost and found items

- 1) When an article is found the finder should immediately report this to the housekeeper.
- 2) The housekeeper immediately fills a lost and found slip in duplicate giving the date, time, room number/location, guests name if found in a room .
- 3) The first copy is attached to the article and stored in a theft-free lost and found cupboard especially for the purpose.
- 4) The duplicate copy is kept in a lost and found register, which again records details as given above including the description of the articles.
- 5) The housekeeper then obtains the forwarding address of the guest from the front office who would have the information in the registration card. If the guest's name is not known then housekeeping would wait for the guest to claim it.
- 6) The housekeeper may write to the guest to either claim it or give further instructions. If no reply is received from the guest a remainder may be given.
- 7) If the guest returns to claim it he would have to furnish the details of the articles before it is handed to him. His signature in acknowledgement of receipt would be taken on the slip and register.
- 8) If it has to be mailed to the forwarding address as instructed by the guest the same should be done under registered post with the charges made known to the guest and claimed from him.

- 9) If the guest does not claim the article in spite of reminders, the article is kept for a specific period as prescribed by the management (usually six months) and either gifted to the finder or auctioned to housekeeping staff.

Often guests present gifts to employees. This is discouraged; however, some guests are offended if the gift is not taken and hence the employee is permitted to receive it. Such items would not be classified as “lost and found”. In such cases a letter from guest acknowledging his act of gifting the item must be received by the employee. The employee would have to declare this to the housekeeper and security officer. A gate pass would have to be made for security authorizing the employee to take out the item from the hotel premises.

KEY CONTROL

A key is a device which is used to open a lock.

Types of keys

- Emergency Key
- Master Key
- Guest Key
- Supply Key

Emergency Key/E-Key

The emergency key opens all guestroom doors, even when they are double locked. It can be used, for example, to enter a room when the guest needs help and is unable to reach or open the door.

Master Key

A master key is designed to open a set of several locks. These keys open all guestroom that are not double-locked. Depending upon the need, the master key may be further established as a housekeeping staff master key, a floor supervisor master key, and a grand master key for management purpose.

Grand Master Key

This Key operates all locks in the Hotel. Including laundry and linen rooms. Floor Supervisors Master Key operates all sections on the floor/ floor supervised by the particular supervisor. Housekeeping Staff Master Key operates all rooms serviced by particular room maid or housekeeping staff.

Guest Key

The hotel guest room key is normally issued to open only one room for which it was intended, viz. individualized key for each lock. If the guest room lock is in shut-out mode the guest room key can neither open it nor lock from outside of the room.

KEY-CARDS

Metal room keys are being replaced by electronically coded key-cards. A key card, while not actually considered a key, is a plastic card which stores a digital signature that is used with electronic access control locks. It is normally a flat, rectangular piece of plastic and may also serve as an ID card.

The key card is used by presenting it to a card reader; swiping or inserting of magnetic stripe cards, merely being brought into close proximity to a sensor. Key-cards have the capability of being randomly coded at the point of registration, which re-emphasizes the guest perception of room security. Key-card control is computer-based and therefore creates the necessary audit trail automatically.

Guiding principles in key control system

- Security of keys is essential from the moment they arrive on site. Keys should be stored separately and securely.
- No unauthorized person should be allowed access to any key, either to examine or handle it, since a photograph or impression can be taken in few seconds and duplicates subsequently made.
- Keep a log book of all keys signed out.
- Establish protocol for distribution of keys.
- Use keys that do not identify the property's name, address, logo, or room number.
- Perform an annual key audit.
- When keys are lost or stolen, the lock should be changed or rotated to another part of the property.
- Authorized employees should remind guests to return keys at check-out.
- The loss or suspected compromise of a key should be reported immediately and, after due investigation, a decision be made as to whether or not the lock should be changed.

UNIT 4 : LINEN & UNIFORM ROOMS

- Introduction & Layout
- Activities
- Linen control exchange, Par stock, Stock taking & Inventory

Linen is the housekeeping department's second largest expense. Linen is expensive to replace, and if it is well maintained, correctly laundered, and properly stored, its life can be extended. Soiled, worn, or creased linen leave a bad impression of the cleaning standards in a hotel. Guests dissatisfied by this may be lost forever. Efficient linen and laundry management ensures that large volumes of soiled linen are washed and treated so as to look neat, smell fresh, and feel crisp and that they are disbursed at the right time and to the right place. Linen may be cleaned either on or off the hotel premises. Hotels whose laundry output is sufficiently high and which have adequate space available opt for on - premises laundry (OPL).

The Linen and Uniform Room

The linen and uniform room is a central depot for all hotel linen and this is the place from where clean articles of linen are distributed throughout the establishment. The uniform room almost always exists in close association with the linen room. The bulk of clean linen and uniforms awaiting reuse are stored here.

Linen Room Organization

There are primarily two types of linen rooms – centralized and decentralized.

Centralized linen room: In this system, linen from all floors are collected and sorted in one central area. The linen room supervisor has complete control over the linen room. All linen issues and receipts go out from here.

Decentralized linen room: In this system, each floor maintains its own par stock of linen. As and when necessary, these are replenished from the main linen room. The linen pair is stored in floor pantries, and the floor supervisors are responsible for maintaining the par level. This system works well in hotels that have a large number of floors. This system is also used in resorts, where rooms are spread out across a large expanse of area.

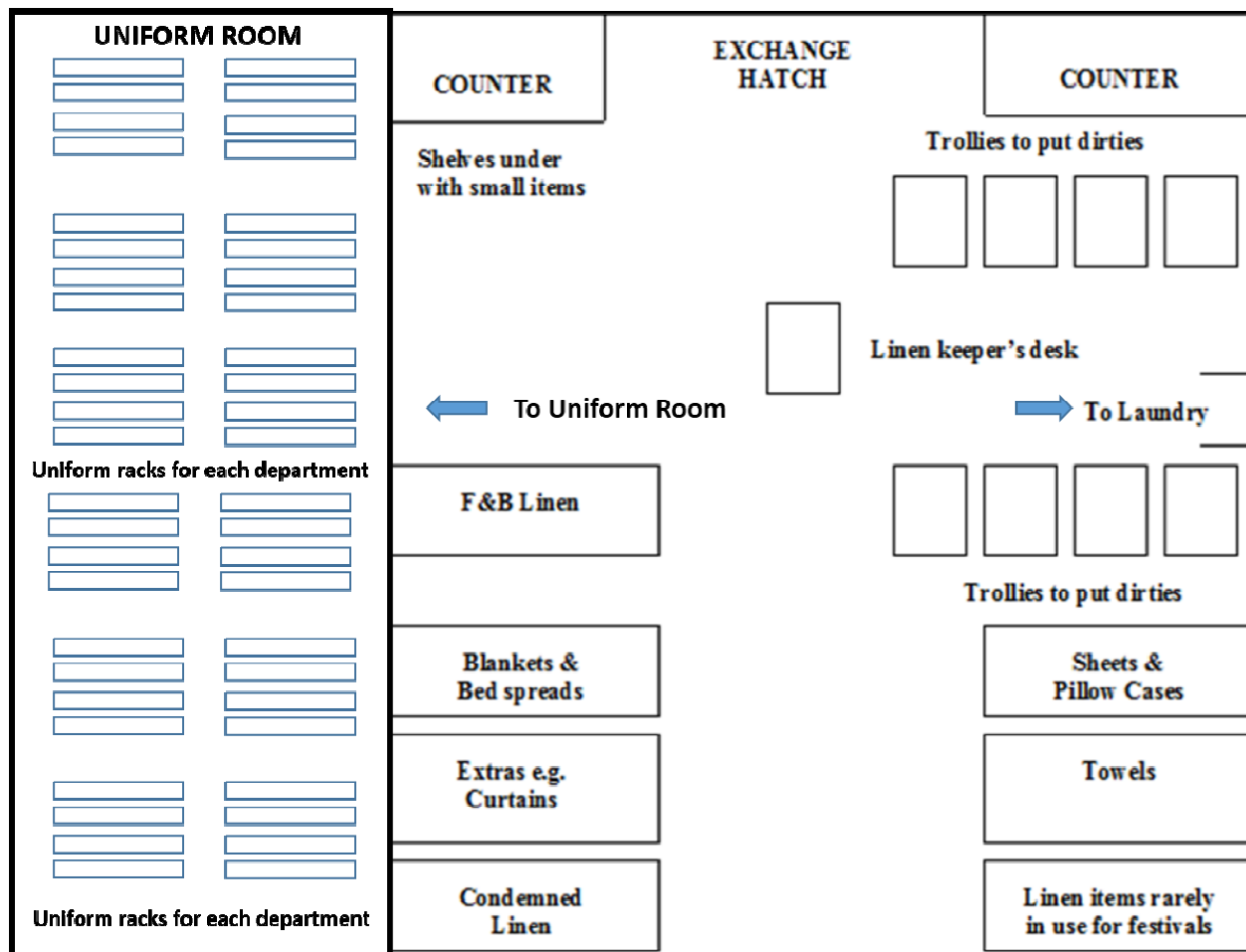
Activities in the Linen and Uniform Room

The following activities are carried out in a linen room.

- ❖ Collection of soiled linen
- ❖ Counting and sorting of soiled linen

- ❖ Packing of soiled linen for the laundry
- ❖ Dispatch of soiled linen to the laundry
- ❖ Receipt of fresh linen from the laundry
- ❖ Checking and sorting of fresh linen
- ❖ Storage of fresh linen
- ❖ Distribution of fresh linen to the floors and other areas
- ❖ Stocktaking for linen and maintenance of records
- ❖ Stitching, repairing, and monogramming of all hotel linen and uniforms
- ❖ Uniform selection
- ❖ Uniform storage and issue
- ❖ Discarding of unusable linen

Layout of the Linen and Uniform Room



Linen Control

This is carried out in four phases:

- Routine checking of linen for appearance and hygiene standards.
- Quantity control of the daily flow of linen stock/linen exchange procedure.
- Stocktaking or physical inventory of linen.
- Proper documentation of linen through the master linen inventory control sheet.

PAR STOCK

Definition

Par stock is the minimum linen and uniforms required to meet the daily demands so as to ensure smooth operations.

Use and Importance of Par Stock

- 1) To make correct and efficient investment of capital.
- 2) To prevent overstocking and thereby avoid chances of spoilage during storage, storage space problems, etc.
- 3) To ensure proper supply at all times.
- 4) To help in effective budgeting.
- 5) To simplify inventory taking.
- 6) To bring about manageable control.

Way of Establishing Par Stock

Linen

Determine the requirement of each guest room and restaurant per shift. This is multiplied four times as per cycle mentioned below:

One change in circulation

One change in the housekeeping stores

One change in the laundry

One change in the linen room

Uniform

The Par stock of uniforms is decided on the basis of

- (a) Cloth material;
- (b) Job position and the nature of jobs. Four changes are

Kept for uniforms changed daily such as steward's coats, utility workers' uniforms etc. on the following basis; One change in circulation.

One change in the industry

One change in the Uniform Room

One change in the Housekeeping Store

Three changes are kept for uniforms changed on every alternate day. Terry cotton and woollen uniforms have two changes kept as par stocks.

INVENTORY CONTROLS

Since uniforms and linen are heavy investments it is necessary to keep a close control on this very important asset. Effective control is possible through the following practices:

Stock –Taking Or Physical Inventory Of Linen

Stock-taking is the physical verification of all linen and uniforms in the cycle at periodic intervals or at the end of the year when accounting books are closed at the end of the year. Accurate recording of entries is important during stocktaking so that the overages and shortages can be determined from the difference between the physical count of balances and the balance appearing in the inventory ledger.

Principles of stock – taking

- Segregate and group all items including discards.
- Count items physically every three months known as quarterly inventory.
- Count items in circulation and in store separately and total.
- Stamp discards 'Condemned' and keep aside.
- Tally totals counted with the last inventory figures plus new issues.

Restaurant and Linen Exchange Procedure

- 1) Make sure that the person exchanging linen has come in the stipulated time.
- 2) Check soiled linen received for damages.
- 3) Count every item, verify with the Food and Beverages Linen Exchange Form.
- 4) Enter the figures into a Linen Exchange Register especially kept for food and beverages outlets.
- 5) Give the same number of fresh items in exchange and enter the figures in the Linen Exchange Register.
- 6) Forward the soiled linen to Laundry for washing by physically counting each item in front of the Laundry Supervisor.

EXCHANGE OF LINEN/UNIFORMS WITH LAUNDRY

Sending Soiled Uniform Linen

The uniforms/linen is sorted/separated as per size, department, quality, kind and physically counted in the presence of the Laundry Supervisor and handed over. Uniforms for dry cleaning are submitted against a Daily Delivery of Uniforms; room linen against the Linen Control Sheet and restaurant linen against the Soiled Linen Exchange Register. In all cases the Laundry Supervisor's signature is taken.

Room Linen Exchange Procedure

- 1) Room linen is either directly received by the laundry or by the linen room.
- 2) In either case, the Floor Supervisor physically counts each soiled item on the floor and enters the figures into the Room Linen contract sheet.
- 3) Two copies of the room linen control sheet are sent with the hamper of soiled linen to the laundry or Linen Room.
- 4) The Laundry Supervisor or Linen Supervisor, whoever is responsible, recounts the soiled linen brought down and verifies with the Room Linen Control Sheet. The concerned supervisor then stamps "Received" after the tally and returns one copy while the third copy is retained by him/her. If the Laundry Supervisor is directly receiving the laundry he/she then sends the second copy to the Linen Supervisor while retaining the third copy of him.
- 5) Against the Room Linen Control Sheet the Linen Supervisor issues fresh linen on a one to one basis. In case the Linen Room is short of fresh linen at the point of time then he/she enters the balance due on the Room Linen Control Sheet and issues the shortfall in the next lot.

Uniform Exchange Procedure

- 1) In case of a new employee, uniforms are issued against a specific authorization letter received from the Personal Department.
- 2) For regular employees ensure that they have arrived at the stipulated time.
- 3) Check uniforms for damages.
- 4) Issue fresh uniforms strictly on a one to one basis ensuring the uniform is of the correct size and name if the uniform is specially tailored for a person.

UNIT 5 : LANDRY

- Types
- Laundry Equipments
- Laundry Process
- Guest Laundry

LAUNDRY'S ROLE

1. To provide daily clean room linens such as bed sheets, bath towels, pillow covers, etc. to the housekeeping department.
2. To provide daily clean linens such as dinner napkins, table cloths, trolley covers, banqueting linens to the F&B department.
3. To provide daily clean uniforms to all the staffs
4. To meet the daily guest laundry needs of the hotel

TYPES OF LAUNDRIES

1. On-site/on -premises/in -house laundry
2. Off- site/off- premises /contracted laundries
3. Laundermats

1. On-site/on -premises/in house laundry

An on premises laundry is the hotel's own laundry ,situated on its premises. It may be run by the management or managed on a contract.

Advantages to the hotel:

- a) no losses or shortfalls of missing articles are likely to occur.
- b) less stock required as the cycle is quicker.
- c) can cover emergency requirements.
- d) is a capital assets.

Disadvantages:

- a) The initial capital investment is high
- b) Higher labour cost
- c) Technical expertise or special management is required.
- d) High cost of maintenance, repairs, and overheads.

2. Off- site/off- premises /contracted laundaries

These cater to hotels on contract basis. The contract specifies the rate for laundering DIFFERENT ARTICLES OF LINEN, The time taken for laundering and so on. Usually the soiled linen are laundered and delivered back to the hotel within 24-48 hours.

Advantages:

- a) no capital outlay
- b) little technical expertise required.
- c) labour cost are saved

Disadvantages:

- a) less control over standards.
- b) delivery and collection delays.
- c) higher stock required as it takes a longer time for the whole process to complete a single laundry cycle ,including transportation.
- d) loss of articles may increase

3.Laundermats

These are self service laundries usually found in motels. Laundermats may be utilised by using coin slots to pay the load or by making a fixed monthly payment. In some resort ,long stay guest too can use the equipment.

LAUNDRY EQUIPMENT

Laundering equipment:

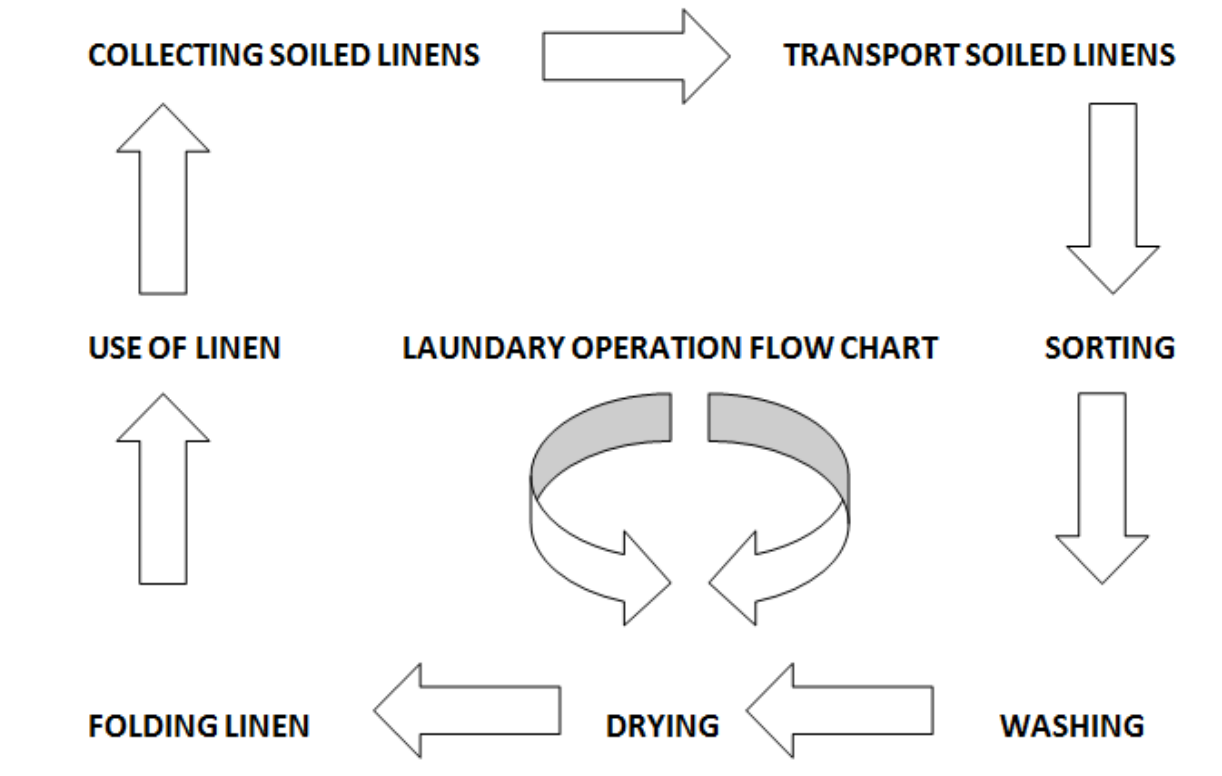
1. Washing machine
2. Washer cum centrifuge and extractors
3. Hydro extractors
4. Dryers

Pressing equipment:

Many types of pressing equipment are available for ironing different articles.

1. Flat bed pressure
2. Flatwork ironer
3. Calenders
4. Steam presses
5. Cuff and collar presses
6. Sleeve presses
7. Steam cabinets
8. Hand flat irons
9. Ironing board
10. Folding machines

HOTEL LAUNDRY OPERATION AND LAUNDRY FLOW CHART



The laundry department has a basic cycle of operation with the below steps:-

1. Collecting Soiled Linen.

House maid and room boy should strip linens from beds and areas and put them on to the linen chute or on to the soiled linen carts stored on each floor pantry. Staff should never use any guest linen for any cleaning purpose.

The house boys should go for frequent rounds on each floors to collect the soiled linen from the linen chute or on to each floor pantry. Supervisors should make sure that the soiled linens doesn't pileup on floor pantry which may cause further soil or damage as there are chances that people may walk on them.

2. Transport Soiled Linen to Laundry department.

The linens from the Laundry chutes and floor pantry are carried to the laundry department by trolley. The housemen should make sure that the laundry items are not dragged on the floor this may further damage or soil the laundry.

3. Sorting of Linen and Uniforms.

The laundry sorting area of the hotel should be large enough to buffer and these sorting of laundry should not cause interfere with other laundry activities.

Sort linen and uniforms according to their stains, size, type, color etc.

4. Washing and Dry cleaning.

After the linens and uniforms are sorted properly the laundry staff collects the batches of laundry and load them to the washers. It is also a good process to always weigh the laundry items before loading them to the washers, this will ensure that the washers are not overloaded and help to run them in the optimum operation condition.

If required the soiled linens are treated to remove stains before the washing process. To reduce operational cost nowadays hotels uses chemicals (bleaches, detergents, softeners etc.) while washing process to remove stains instead of treating laundry items separately before washing.

5. Drying.

After the washing cycle is completed the washed items are dried on the dryer. The drying times and temperature vary considerable according to the type of linen / cloths.

Also always the drying should be followed by a gradual cool down process to prevent the hot linens from being damaged or wrinkled by rapid cooling and healing process.

6. Folding of Linen and Uniforms.

Even though a lot of flooding of linens are now automated, the hotels still do a lot of folding by hand. While folding the linens the laundry attendants should also look for any damages occurred to them while the laundry process.

The folded items are then stored and stacked properly according to batches. The finished laundry items should latest rest for 24hrs. as this will increase their life.

THE LAUNDRY PROCESS

The laundry process may be divided into the following main stages:

1. Pre washing
2. Washing
3. Rinsing
4. Hydro extraction
5. Finishing

GUEST LAUNDRY SERVICE:

The laundry offers the following service to the guest.

1. Normal service: Laundry collection by 1200 hrs is delivered same day by 2000hrs and laundry collected after 1200hrs is delivered the next day by 1400 hrs.
2. Overnight service: Laundry collected by 2300 hrs is delivered the next by 0900 hrs at 50% extra surcharge.
3. Express service: Laundry is delivered within four hours from the collection time at 100%extra surcharge 24 hrs a day.
4. Pressing service: One hour pressing service.