

# Housekeeping management assignment



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Recently, our new upscale hotel has been built up. There are 500 guestrooms with 20 floor including 3 restaurants, an outdoor swimming pool, a fitness centre and 3 function rooms. And, our expected occupancy is about 75%.

We do not have in-house laundry, so off-premise laundry contract is needed for us. As the Executive Housekeeper, we need to prepare and plan reports for our housekeeping department operation, The reports need to be prepared are: Consideration factors for budget, The staffing requirement and working schedule, The needs of cleaning equipments and supplies, The inventory items and control, The standard clearing procedures and cleaning functions, The management and control of the off-premises laundry. The followings, we will go through each of them in detail. 1. Budget of housekeeping department:

In a company, budget is necessary for planning the whole operation in order to setting a constraint to control well the actual expenses and avoid the unfavorable over expenditures. Especially in hotel industry which are required accurate and detail budget for a number of different department, we have to prepare the budget well to confirm how many variable and fixed factor we used. At below, we will talk about the factors to be considered in preparing budget of the housekeeping department, the detail of capital budget, operation budget and pre-opening budget, and methods in monitoring the budget in detail respectively.

Factors considered for preparing budget— As the preparing budget is concerned, we basically have two kinds of approaches for housekeeping

department. The first one is the traditional which is based on the historical information patterns such as cost, spending and income statement (Hayes, David K. , Ninemeier, Jack D. 2004 ) to estimate future cost and the other one is zero based budgeting which is calculated by looking forward to the department actual need and use instead of the historical information.

Undeniably, as a newly built up hotel, we don't have historical information as a reference for drawing budget so we can just use the second one. To use the zero based budgeting in housekeeping department; we need to calculate labors, equipments and different supplies according to our hotel structure and facilitates. Also, we need to decide which kinds of budget we used such as long range budgets, annual budgets and monthly budget, but normally we will use three of them in order to checking our short or long term target routinely.

For example, in different months and period, the occupancy rate and number of guests will be different, we need to draw different budget to maintain supplies or room attendance we need for housekeeping and cleaning service. So the monthly budget is needed (Hayes, David K. , Ninemeier, Jack D. 2004). On the other hand, we need to calculate the labor, equipment and supplies material cost based on the number of rooms, restaurants, swimming pools, and fitness centre and function room we have. Afterward, we need to calculate the cost of labors, equipment and material supplies in order to confirming less over expenses situation to happen.

Especially in housekeeping department which is a cost centre, no revenue will be generated. Cost control is more emphasized on budgeting planning in

housekeeping department among different departments in hotel. From the above views, there are the factors needed to be considered when we prepare a budget for our department. Capital budget, operation budget and preopening—They are important for the housekeeping department. The details are as follows:

What is for	Specific item included	Purposed for
Capital Budget	Fixed asset and FFE (Furniture, fixture and equipment)	Renovation, vacuum cleaners, draperies, in room furnishing and so on
Calculating and controlling the depreciation, maintenances, capital needs and so on	Operating Budget	Labor and supplies
Laundry cost (outside contact), labor cost, linen cost, cleaning cost (chemistry item) and so on	Controlling the cost for Daily operation	Including the supply cost and the benefits for labor
Preopening Budget	Initial cost of opening (Including variable and fixed cost)	Advertisement, china, glass, training cost and so on
Leading and creating a smooth opening and initial good will (Robert J. Martin 2005 professional management of housekeeping operation)	For capital budget, the fixed asset and FFE will be depreciated over a long period by years so we need to prepare a capital budget for maintenance and purchasing new fixed asset. These asset normally are required a huge amount of expense so the accurate and precise budget is very important for preventing over expense. For operation budget, labor and their supplies are costs which are required day to day operation. These cost including wage, welfare, linen expense, guest supplies, chemical supplies and so on are variable time to time.	

Martin 2005 professional management of housekeeping operation) For capital budget, the fixed asset and FFE will be depreciated over a long period by years so we need to prepare a capital budget for maintenance and purchasing new fixed asset. These asset normally are required a huge amount of expense so the accurate and precise budget is very important for preventing over expense. For operation budget, labor and their supplies are costs which are required day to day operation. These cost including wage, welfare, linen expense, guest supplies, chemical supplies and so on are variable time to time.

Also the outside contact expense is included. For preopening budget, it is easy to confuse with fixed and variable cost brought from capital budget and operating budget. However, it is specific taking about the fixed and variable cost for opening in order to increasing the goodwill by decorations and advertisements. Housekeeping department need to handle this budget as training, orientation and inventory for housekeeping are included. Monitoring the budget— There are a number of methods to monitor the budget. To monitor the complicated budget, we need to bear the responsibility besides accounting department.

At first, we will set a budget goal in long and short term then we will routinely check the actual expense whether match the preset budget goal. On the other hand, we need to recalculate and recheck the monthly or annual budget as the different period with different event and holiday. It will directly affect the number of guest and occupancy rate leading the cleaning times. We have to be flexible budget with the change to avoid over or under budget. Then, setting a time table in regular basis reviews the budget whether is suitable or not for the actual need.

For example, the inventory may be stored too much and lead to be perished, making wastage. Finally, once the hotel started to operate, we need to record all the income statement for reviewing the income received whether can finance the budget or not and confirm the profitability for hotel.

Undeniably, the immediate adjustment and assessment are needed when we only find the minor problem on the budget in order to preventing the minor to be a major problem. 2. Staffing and scheduling: Organizational Chart for the Housekeeping Department Labor needs and quotas:

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As you know we have 500 guestrooms including 350 standard rooms and 150 luxury rooms. And each standard room takes about 45 minutes to clean it up. For a 8-hour shift housekeeper, number of rooms she/he can finish within one day:  $8 \times 60 / 45 = 10.667$  Due to there has 30 minutes breaks for the housekeepers, a 8-hour shift should need to clean up 10 standard rooms To clean up 350 standard room for one day, number of housekeeper we need we need:  $350 / 10 = 35$  Thus we need 35 housekeepers to clean up the standard room per day. For the Luxury room, it takes about 65 minutes per room.

For a 8-hour shift housekeeper, number of rooms she/he can finish within one day:  $8 \times 60 / 65 = 7.692$  Due to there also have 30 minutes break for the housekeeper; a 8-hour shift should need to finish 8 luxury rooms. To clean up 150 luxury room for one day, number of housekeeper we need we need:  $150 / 8 = 18.75$  Thus we need 19 housekeepers for cleaning the luxury rooms per day. Total housekeeper we need for one day for the administrative area and prepare the room  $35 + 19 = 54$  Thus, we need 54 people for it. Estimated cleaning time of our hotel Public space

Area	Estimated time / hours
Lobby / Bus stop	3.50
Business Service	0.15
SAS Check In	0.10
Manna's and Papa's	2.00
Casino office	0.30
Banquet foyer	2.00
Banquet rooms	0.15
Banquet toilet	1.50
Stairs to lobby	0.10
Team Scandinavia office	0.30
Canteen	0.30
Personal toilet	0.30
Blue corridor	0.10
Basement toilet	1.50
Basement offices	1.00
Guest elevators	0.30
Executive office	1.00
Blue elephant corridor	0.30

This labor analysis conducted by the table shows on average how long it takes to clean each area of public space. Total working

hours needed for day time: 14.6 hours So 8 hours shift for one housekeeper.

We need:  $14.6/8 = 1.825$

Thus we need 3 housekeepers in order to let the housekeeper have the time to break. Besides, for a 500-room hotel, about 5 employees would be scheduled on the overnight cleaning of public areas. Total number of employee needed for a day:  $5+3 = 8$  For the laundry, although we have no in house laundry but we do need employee to do the job such as ready the cleaned linen, terry and uniforms for distribution, collect the dirty linen, etc. we need about 30 employees for a day. Total number of housekeeper need for one day for both administrative, public area and laundry and the guest room is:  $58+8+30 = 94$

We will divide it into 10 teams thus each team has about 10 housekeepers.

In addition, we also need 1 more people for each team in case of some urgent left and no show. Thus each team has 11 people. Moreover we need 2 relief teams to replace the job of the day off team. So we need 12 teams with each team 11 people and thus we have  $12 \times 11 = 132$  people for a day.

In order to let each employee have regular opportunities to have the day off on weekend, we will use the rotational schedules. Sample Standing

Schedules Team Monday Tuesday Wednesday Thursday Friday Saturday Sunday  
One On On On On On Off R-1 Off R-1

Two Off R-1 Off R-1 On On On On On Three On On Off R-1 Off R-1 On On On

Four On On On On Off R-1 Off On Five Off R-1 On On On On On Off

Six On On On On On Off R-1 Off R-1 Seven Off R-1 Off R-1 On On On On On

Eight On On On On On Off R-1 Off R-1 Nine Off R-1 Off R-1 On On On On On

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Ten On On Off R-1 Off R-1 On On On Eleven On On On On Off R-1 Off On Twelve Off R-1 On On On On On Off Laundry On On On On On Off R-1 Off R-1 Relief

1 On On On Off Off On On Relief 2 On Off Off On On On On Sample Standing and Rotational Schedules

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Week 1 O N O N O N O N O N Week 2 O N O N O N O N O N Week 3 O N O N O N O N O N

Week 4 O N O N O N O N O N Week 5 O N O N O N O N O N Week 6 O N O N O N O N O N

Week 7 O N O N O N O N O N

Week 8 O N O N O N O N O N Week 9 O N O N O N O N O N Staffing Requirement Position:

Executive Housekeeper Qualification: 1. Good staff management skill 2. A minimum of 3 years experience in a similar role 3. Fluent in spoken and written English plus a second language 4. Degree holder of hotel

management Duties: 1. Establish and/or implement operating procedures and standards for all housekeeping sections 2. Coaching, training and monitoring the performance of housekeeping team members 3. Preparation of the annual budget, and monitoring the overall cleanliness of the hotel 4.

Plan and coordinate the activities of housekeeping supervisors and their crew 5. Coordinate inspection or inspect assigned areas to ensure standards are met 6. Apply human resource management skills, such as training, scheduling and evaluating performance Executive housekeeper is the department head of the housekeeping department. Therefore, this position requires good staff management skills for training, monitoring and motivating housekeeping team members. Also scheduling such as standing and rotational schedule and evaluating in the daily operation are important task for the executive housekeeper to manage.

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Preparation of the annual budget, ordering supplies and monitoring the overall cleanliness of the hotel is another duty that executive housekeeper needs to handle. Coordination is vital both within the housekeeping department and other departments involving daily operation such as the Front Office. High education level is recommended as professional knowledge in degree level in hotel management with a minimum of 3 years fundamental requirement. Fluent in spoken and written English plus a second language gives the advantage to the executive housekeeper in communicating both internally and externally.

Position: Housekeeping Supervisor Qualification: 1. At least 3 years of previous management experience 2. Leadership style: result-oriented 3. Fluent in spoken and written English 4. Well-developed interpersonal skills 5. Knowledge of cleaning equipment, supplies, and chemicals Duties: 1. Monitoring all Housekeepers and Public Area Attendants 2. Writing the teams schedule 3. Communication within and outside of the Housekeeping department 4. Locating and reporting maintenance problems 5. Ensure room status in the highest standing 6.

Preparing and enforcing daily duty sheets 7. Hiring and training staff 8. Ordering and filling supplies The Housekeeping Supervisor monitors all Housekeeping Attendants at least 3 years of management experience is required. Keeping the cleanliness of the hotel is the first priority for them. Locating and reporting maintenance problems are important to fix broken measures as quick as possible. They also need to inspect rooms to ensure meeting the standard. Enforcing daily duty sheets, assisting in the daily

cleaning and keeping inventories are the other tasks that the Housekeeping Supervisor needs to deal with.

Position: Room attendant Qualification: 1. High school diploma or equivalent 2. At least six 6 months experience 3. Must be able to lift up to 50 pounds without restrictions 4. Able to stand on their feet for extended periods of time 5. Physically fit /good body mobility 6. Able to understand both oral and written instructions in English 7. A friendly, outgoing person Duties: 1. Dusts and vacuums guest and public areas 2. Turndown service/change sheets and makes beds 3. Replenish the guest supplies 4. Check room status . Keep all trolleys and linen rooms well stocked 6. Maintain all equipment in good condition Room attendant should be friendly and helpful to impress the guest. They should at least have 6 months experience in the related job position with a basic knowledge of English and physically fit. They have to follow the cleaning procedures for ensuring all the areas to be clean. Also they keep all trolleys and linen rooms well stocked for the next working session. Then, they reported immediately to the supervisor if damage in guest room and equipment are found.

Providing turndown services is required if needed by guest. They needs to ensure sufficient guest supplies provided. Finally, they should be observable to check room status whether is in vacant clean condition. 3. The management of equipment and supplies: Housekeeping management of equipment and supplies is determinate by what is needs, how much is needed and how much it will cost in order to meeting our daily operational purpose. Past experience (record of attendant's assignment sheet),

knowledge of employee skills and occupancy forecasts are used to make a decision.

However we don't have a past record, EH (Executive Housekeeping) have to find the most suitable products for our attendants to do their cleaning task. All the equipments and supplies must meet or within the budget. List of housekeeping asset Operating asset is included Cleaning Supplies (Appendix A), Guest room supplies (Appendix B) and Bathroom supplies (Appendix C), Public space supplies (Appendix D), Guestroom amenities (Appendix E), Bathroom amenities (Appendix F), and Guest loan items(Appendix G). All supplies are classified by two types one is non-recyclable which cannot be used it again and another is recyclable which can be reused.

On the other hand, fixed asset includes two types of equipment as small equipment (Appendix I) and capital equipment. (Appendix J) The selection and purchasing process The selection and purchasing process in getting the equipment and supplies includes the number of steps. Selection process: Determining the guest supplies— it should meet the guest's expectation. For example, Soap, we will test the different soap which is good for sensitive skin with recognizable brand such as Harmony (brand name), meeting general guest satisfaction.

On the other, guest supplies should be sophisticated and special to our guest, preventing the competitor's copy. Consideration of quality, price and budget— It is essential to know the quality against the price. The selected supplies and equipment should stand with a high quality but they also need to fit the budget we set. Consideration of suppliers— The suppliers chosen

should have a good reputation and image which are reliable for us. So, Detail of dealers should be getting as much as possible, including functions of supply or equipment and after service such as warranty.

Effectiveness and easy to use— Cleaner and equipment can clean most difficult stain. For example, swipe miracle cleaner. Cleaning supplies and operating equipment should be easy to use otherwise employees will be less likely to use. Such as swipe cleaner, spray it on blot area, and then use water to rinse it. That will not be difficult for staffs to use. Durability— durability is important for the selection process as we need to calculate the depreciation of the equipment for our budget. As the equipment's life span is longer, we can reduce the cost for purchasing and help to prepare budget.

Purchasing process Decision of what should be purchased— After the selecting what product should use; executive housekeeper decide to purchases the supplies and equipment depending on whether there is enough storage or not. The inventory should be check recently to decide what need to purchase. Purchasing through purchasing agent— we need to purchase the decided equipment and supplies. We need to inform the purchasing agent to buy the product required. The specification and characteristics are required for the supplies bought.

Comparing the product from sample shopping form— we should consider which suppliers to be chosen by the sample shopping form. At least three different vendors should take into account in order to choosing the best one.

The inventory control Setting a par level for inventory— For inventory control, we need to set a par for the items. For example, 5 pars are needed

for uniform, linen, sheets, pillow case, napery (for banquet and F & B outlets) and blankets. One is in use, one is on shelf, one is soiled linen, another one is on the way from off-premised laundry to our hotel and the last one is transport from our hotel to laundry. par in terry or towels, 4. 5 par for swimming pool and 4. 5 par for guest rooms, 1 par for guest supplies and amenities, cleaning supplies and safety supplies. Setting the Maximum and minimum quantity— shortage of inventory and excess in inventory will increase the cost. If there is overstocked, the extra space for storage is needed and not utilized products are waste. On the contrary, if there is shortage of storage, it will affect the daily operation. Employee who takes inventory should be trained to forecast the inventory accurately.

Storing, stocking and tracking inventory— Storing and stocking make sure to store the inventory in a right place in order to increase the convenience.

There is a form for room attendant to sign assignment sheet list and inventory report such as list supply item, current stock levels and cost data in order to control inventory. So, the linens in use can be tracked daily by the record and assignment sheet. (Appendix H) Checking the level of inventory with record and report— Supervisor count the item issued on their floor, then track how many item are used such as linen.

There should have a column indicating how much linen was discarded and pilfered. Inventories of item in circulation can be taken as a month (physical inventory) or weekly. The inventory in circulation, total discards, total cost and total loss should be included by the inventory record and report.

Forecasting the linen's need— accurate forecasting the usage of cleaning needs are good for the daily operation in order to preventing the shortage

and surplus in inventory. 4. Cleaning Function in Property: There are 2 main areas in Hotel: Front and Back of the houses, and each house will be divided to different parts.

All housekeepers should follow the cleaner usage guideline (Appendix N)

Front of the house Front of the house is the area where visible from guests and staff, Front House must keep and show its scrutiny, neat and clean in appearance to impress guest. Here are the subdivisions in Front of the

house: ? Guest Rooms ? Restrooms ? Lobby ? Elevators and Escalators ?

Restaurants ? Banquet Rooms ? Executive Floor Cleaning Guest Room

Providing a clean guest room with no trace of previous occupant, there are several procedures and cleaning practices for housekeepers.

A/ How and When to enter the guest room: ? Since property wants to protect the guest's safety and privacy, the housekeepers should be trained in how

and when to enter the room. B/ Enter the room 1/Check the Room Status

Report/up-to-the-minute information before enters the room. 2/Each

housekeeper picks up their assignment sheet for each day, which show when should they clean the room and which rooms are responsible by them, etc.

3/The housekeepers start their work through several steps: ? Knocks 2/3 times the guest door ? Announces " housekeeping" ? Waits a moment for a reply If

the door is bolted, notes on the assignment sheet, which the room is still occupied and marks it for later cleaning. ? If there is no replay and the door

is not bolted, enters the guest room. C/ When the housekeepers see the

room installed the sign " Do not disturb" during the dealing time around 2:

30pm ~ 3: 00pm, these rooms should be pointed out to supervisors, let them to find out the solutions. The typical approach of cleaning in guest room: 1/

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Open up the room 2/ Make the bed 3/Collect and remove trash 4/Clean the bathroom

**Cleaning Bathroom** The typical order for bathroom cleaning: 1/Clean the buckets. 2/Clean the bottom of shower curtain is soaked in the bucket or sponged off to remove any soap scum or mildew. 3/Clean the tub (or tub then shower stall if the tub and shower units are separate as they are in many modern luxury hotels) 4/Clean the shower curtain or door, wall, basin, counter, toilet and floor, marble, surfaces of countertops with an all-purpose solution. 5/ Replace all-purpose cleaners and disinfectants. 6. Clean the bathroom floor. (Cleaning and spraying bathroom before sleeping room, as they need less time to scrubbing. )

**Cleaning Lobby**

The appearance of lobby plays a key role in impressing a new arrival or meeting planners to give property their businesses. Therefore, lobby appearance should give a perfect impression to guests, such as the lobby floor and floor covering must withstand a steady of foot traffic and the effects of snow, rain, sand or mud. So, day and overnight cleaning are necessary to keep Lobby appearance clean and neat. Day cleaning: It is a fairly standard assignment for each worker. Their primary duties: 1/ Clean out ash runs or ash tray, remove debris and baskets frequently. 2/ Clean the entryway throughout the day frequently. 3/ Straighten up the lobby and reposition furniture moved by guests As needed. 4/Clean public restrooms and replenish supplies. Overnight Cleaning: This shift should be done in low traffic flow. Many executive housekeepers will inspect and ensure the housekeepers inconsistent performance during the period, try to find out and retain good staff. The typically t cleaning in overnight cleaning: 1/ Vacuuming and all carpeted areas 2/Cleaning elevators and escalators

3/Cleaning offices before majority staff work in the morning 4/Dust all furniture and the lobby reception counter /Empty and clean all ash runs 6/Polish all guest elevators (called Lifts in Europe and Asia) and clean elevator floors and walls 7/Clean mirrors in lobby area 8/Remove fine marks and spots from walls and woodwork 9/ Polish metal handles, rails and doorknobs (The cleaning should be finished before(before 5: 00am) majority of staff back to hotel. )

**Cleaning Public Restroom** Restroom must be cleaned and sanitized through day. The needs of cleaning restroom depend on the traffic flow in hotel. Before entering restroom at any time, the staff should:

1/knock on the entrance door /Announce “ housekeeping” 3/If there is no reply, the staff may enter. If some guests are using restroom, the staff should wait outside until the restroom is empty. 4/Place “ Cleaning” sign on the entrance. The typical approach in restroom: 1/ Refill all soap, seat cover, tissue and towel dispensers 2/ Empty all trash containers 3/ Dipped the disinfectants and damp wipe all the fixtures. 4/ Rinse the cleaned surfaces and wringing out the cloth under the tap as needed 5/ Clean the tops and bottoms of toilet seats and all exterior surfaces 6/ Clean the wash basins / Clean toilet bowls and insides of urinals with applicator 8/ Clean the floors.

**Cleaning Elevator and Escalators** Like lobby, elevators and escalators are used almost continuously. They require through cleaning each night.

Elevator floor carpets ? the most difficult of all areas to keep clean, so it should be cleaned and returned it frequently. Glasses and mirrors ? should be serviced regularly for the day and night. Metal surfaces, especially the Braille plate on the elevator panel ? should be cleaned regularly. Elevator wall ? Applying and cleaning it by baby oil with cotton wool to keep it stainless and spot free



Cleaning Restaurants The housekeeping and F department work together to keep restaurants clean and neat on day shift. Housekeeping department is responsible for cleaning the front of house space, while F department is cleaning the kitchen in restaurant. The first priority is dealing with spills, such as spills of oil-based foods and wine spills. The spills and stains must be diluted before they set. The bulk of front of food-serving cleaning be done after the outlet close. The work should be cleaned with a cart. The cart should be stocked with trash bag, vacuum, cleaning chemicals, spray cans and squirt bottles of cleaners, gloves, a duster and a dust mop for woodwork. The typical cleaning procedures in Restaurant: 1/ Pull out tables and chairs 2/ Wash vinyl booths or seats, bar stools, bar fronts with fit cleaners 3/ Pick up large pieces of debris around tables before vacuuming 4/ Vacuuming 5/ Wipe windows and its surfaces 6/ Wash phones 7/ Dust and polish metal chairs 8/ Polish foot rails and metal rim on the bar 9/ Dust wood on chairs 10/ Spot clean walls 11/ Clean the foot plate that opens the restaurant doors 12/ Clean the floor in restaurant areas.

Cleaning Banquet/Meeting Rooms The information about events or meeting should be informed to the executive housekeeper and department heads of F and Banqueting. It is more beneficial and effective for them to plan the cleaning schedules to their stall, such the information of when the function will be begun and finished, the number of guests to attend. Etc The typical cleaning approaches of banquet staffs: 1/ Remove all dishes and linens of from tables 2/ Sweep up large pieces of debris and break down room 3/ Reverse the setup process by stacking and folding the chairs and tables and store it. / Folding doors and partitions are also needed to remove and

reposition for different events coming. **Cleaning Executive Floor** The executive floor is a premium priced exclusive floor on the top of hotel building. The express check-in and check-out services with express elevators services for these guests. Therefore, the cleaning service in executive floor is effective, fast and clean. This floor is responsible for senior staffs, not the junior staff as they get less experience and understand in cleaning procedures, it will cause more time and guiding. **Back of the house** Back of the house is the place invisible to guests and staffs.

It may be nearly as large as the Front House, so it does an important role in property too. Here are the subdivisions of Back Office: ? Employee Areas ? Service Corridors and Stairways ? Office and Business Centers ? Buildings, Grounds and Fitness Areas Swimming ? Kitchens Cleaning Employee Areas It is a necessary part of maintaining of back of house. The employee tables in canton and a vending machine are cleaned by housekeepers, but the employee canton areas, such as floor and wall, it is cleaned by F staff. The employee rest rooms are cleaned in same procedures as public rest rooms and check regularly by supervisors.

There are employee lockers and cleaned it by senior staff, and only the managers can enter to check. **Cleaning Corridors and Stairways** It seems as a links to connect for hotel operation, they can link the back of house offices to other departments, which can enhance their communication and networking skills. This cleaning time and maintaining service for corridor is about 3:00pm to 11pm, and many areas should be cleaned until F outlets closed. Also, the housekeeping carts and racks should be reached to their

destinations as quick as possible and do not disturb the guest movement and cleaning works of housekeepers.

To prevent the overlook in stairways, the housekeepers should be swept and mopped as needed and quickly, also, the wall and vents are cleaned regularly to prevent building up stains or spots. Cleaning Offices and Business Centers The back of house offices are cleaned usually on 3: 00pm to 11: 00pm and be done after 5: 00pm or 6: 00pm when majority employees leave. The night attendants do the night service and turndown to clean offices. The only tasks done it daily are emptying waste baskets and vacuuming to keep clean and tidy. The supplies for offices and business centers are replenished after use the glass supplies or empty the trash.

Periodically, the executive housekeepers need to schedule employee to clean office space that include polishing or wiping down the exterior surfaces of desks, book cases, filing cabinets, vacuuming fabrics, spot cleaning, washing draperies, etc. The only exceptional to clean periodically it the General Manager Office, where needed dusting, cleaning tables with glass, wood, and marble tops and vacuuming daily. The GM is usually leaves on 6 or 7: 00 pm, the attendee should not dust or vacuum especially when there are papers on desk. For the business centers is necessary business service for business guests, such as copy, fax or translation.

The supervisor must check with business center assistant after attendee finish cleaning. The wood surface, glass partitions, phone receivers, and carpets are needed to dust, clean and disinfect. Cleaning Building, Grounds, Fitness Areas and Swimming It is important to clean pool decks, pool

surroundings, tile and paved areas which are not only for appearance, but also preparation for next business, especially for outdoor events cleaned by Dry-Picking method: The dry-picking procedures: 1/ Remove trash and debris from walkways, outdoor stairway, planters. 2/

Sweep the walkways and parking area. 3/ Clean pool decks 4/ Clean restrooms near pool area 5/ Clean storage closets 6/ Dust handrails along sidewalks

Cleaning Kitchen Kitchen is responsible by Housekeeping Department, which is coming important to degrease and sanitize the exterior surfaces of department, filters and floors and stewards. ? Cleaning equipment to ensure remove the grease build up on surfaces of equipment every day. ? Cleaning kitchen lamps and light fixtures, which to remove and prevent grease and dust combine to form a buildup of soil and prevent streaking. Cleaning the walls and ceilings with special cleaners is on-needed basis daily, which design for stainless steel and frequent inspections essential. The executive housekeepers need to talk with manufacturers to provide the environmentally friendly cleaning chemicals and liquids to housekeepers, to their work more effective. 5. Management of the off-premise laundry The works of the laundry section involved collection of soiled linens, sorting the linen, pre-treatment of stains, loading, washing, drying, ironing, folding and stacking.

Collection of soiled linen— While the transportation of the soiled linens is needed, the attendants should use a hamper. It is because this step can be easily seen by the guests. The attendants should give an elegant impression for the guest event transport the soiled linens. Sorting of the linen— The attendants should be well trained on how to sort the linens. It is because

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there are different kinds of linen, terry and uniform. The attendants need to sort them according to their fabric content, weight and the type of soil.

Apart from that, the napery items should be sorted and inspected by the F staff for any debris before they are sent to the laundry. Besides, especially for the room attendants, they should pay attention for the blood-borne pathogens and biohazards, which means they have to check whether the linen contains any stains with blood or other bodily fluids. As linens may have different degrees of soil or stain, effective sorting reduces washing and drying time and prevents chemical and heat damage to the product. Pre-treatment of stains— This is a step to pre-soak and pre-treat some heavily stained items.

After the step of sorting, this heavily stained linen will be sent to a particular space in the laundry room to perform spot-removing treatment. This step is useful as the items can be placed in regular loads instead of using extra laundry detergent, energy, labor to launder them in a separate load to the washing and drying machine. Loading— means to load the washers and dryers with the maximum amount of linen that their capacity allows, except for biohazards or special departmental requests. Partial load is a waste of labor hours, cleaning products and energy.

The peak efficiency will be only achieved when the machines are fully loaded. Washing— As the bulk loads will be the same every day, the laundry manager can pre-set the programme of the washing machine in order to prevent manual mistakes. The life expectancy of many fabrics will be longer if they are washed in warm water instead of hot. Drying— Like washing

machines, dryer can also be programmed or preset to prevent the loads from over-drying or under-drying. As there are usually lots of lint left in the dryers during the drying process, the dryer vent should be cleaned daily to prevent the lint buildup.

Ironing— After drying, items that needed to be ironed will be put into a ironer. Other items will be put into the roller or folder. Folding— In order to avoid wrinkling, the linens should be folded immediately after drying or pressing. Folding machines will be used in order to increase productivity. However, folding in laundry section cannot solely depend on the folding machines as the machines can only fold the rectangular-shaped linens. Therefore, certain labors is still needed in folding. Stacking— Once the items are folded, the linen are stacked on the rolling carts and are ready for distribution.

Storage— After all the laundry process, a storage period allows the fabric to rest and cool down in order to prolong the useful life. Also, the bed linens are rested on the shelf rather than going from the dryer directly onto the bed. For a hotel with 500 guest rooms, it may require five to six laundry attendants if the laundry operation is highly mechanized. If not, usually 12 to 15 attendants is needed. Linen demand and labor intensity of the equipment both affect how large the staff must be. Using equipment that enhanced productivity is a way to limit the size of laundry staff.

For the large laundry operation, it required sorters, who wait at the chute exits to wait for carts, and then sort the laundry; washpersons, who mix the chemicals if necessary; and laundry attendants, who operate the balance of

the equipment and ready the linen, terry, and uniform for distribution. The laundry operation may have two shifts if needed. One start at 7 A. M. or 8 A. M. , the other starts at 3 P. M. or 4 P. M. Linen contract— Linen contract is a carefully written and detailed contract. It is useful for ensuring the linen service will deliver properly cleaned product on time with a minimum of waste and loss. Sample included in Appendix L, Appendix M) A linen contract should cover: 1. The number of days and the number of the time of deliveries per week 2. Handling procedures for guest laundry 3. Whether the service will do mending and stain removal, or whether these must be done on-premises 4. Whether the service is using the best quality supplies 5. Specifications for the fold required on towels, sheets, and other foldable items 6. Whether uniforms will be returned on hangers 7. Insurance coverage 8. The basis for billing, whether weekly or monthly 9. Availability of emergency service on Saturdays, Sundays, and holidays 10.

How to establish an accurate count of linens going in and out of the service's laundry 11. The type of equipment to be used for pickup and delivery 12. Provisions for unscheduled emergency deliveries, including timing and surcharge. Conclusion To sum up, we have different aspects to be considered when we are preparing the budget. We have to prepare well staffing for all the shifts, such as laundry staff, room attendants, attendants for the public area etc, in order to meet the guest standard. Besides, we have already found a good supplier for providing the best quality equipments and supplies for us.

In order to have an effective and efficient cleaning function, we have designed a cost effective procedures for cleaning. Since our hotel does not

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have on premise laundry, we have found an outside laundry service which offers a good price for us. We are well prepared and looking forward to seeing the grand opening of our hotel. (5530 words) \* Turndown service

Appendix A Cleaning Supplies Functions

1. All-purpose liquid cleaner Clean almost all surfaces
2. Glass cleaner Clean glass, windows and mirrors
3. Furniture oil or polish Clean and polish wood
4. Disinfectant cleaner / Germicide Clean and sterilizes.

Eg. bathroom, rest rooms, foodservice areas etc.

5. Cleaner Fine-ground abrasives for cleaning porcelain sinks, marble sinks, granite sinks etc.
6. Paste cleaners Nonabrasive cleaners which require more effort but will not scratch
7. Drain cleaners Clean drains
8. Metal cleaners Clean and polish metal surfaces
9. Toilet bowl cleaners Sanitizes and disinfect toilet bowls
10. Tile and grout cleaners Clean tile or grout and different cleaner for cleaning marble
11. Carpet cleaning chemical and floor care products Sanitizes floors and carpets
12. Deodorizers and ionizers Remove smoke area and unwanted odors
- 13.

Disposable plastic gloves, protective gear and eyewear, tape, helmets etc Protects from harsh chemicals or biohazards

14. Pesticides Dry or wet chemicals to control pests

Appendix B Guestroom supplies

1. Pillows
2. Plastic drinking cups
3. Stationery folders
4. Pillow cases
5. Coffee and tea maker
6. Ironing board and iron
7. Sheets
8. Trays
9. Mattress pad covers
10. Blankets
11. Ice buckets
12. Television program guide
13. Water Pitcher
14. Hangers
15. Bibles
16. Clock
17. Ashtrays
18. Do not disturb signs
19. Radio
20. Waste baskets
21. Table tent cards
22. Glasses
23. Telephone directions
24. Fire safely



Appendix C Bathroom Supplies 1. Wash cloths 9. Waste baskets 2. Hand towels 10. Toilet seat band 3. Bath towels 11. Hair dryer 4. Bath mats 12. Makeup mirror\* 5. Shower curtains and liners 13. Bathrobe\* 6. Toilet tissue 14. Disposable slippers\* 7. Facial tissue 15. Scale\* 8. Sanitary bags 16. Suntan lotion

Appendix D Public space supplies 1. Sand 5. Fabric or finger-tip towels, paper towels 2. Carriers or baskets 6. Hampers 3. Soap Dispensers 7. Waste baskets 4. Sanitary supply dispensers 8. Wet floor sign (cautionary wording with picture symbols)

Appendix E Guestroom Amenities 1. Stationery 5. Utility bags . Postcards 6. Packets of coffee or tea, sugar and powdered creamer and stir sticks 3. Pens 7. Chocolates or mints provided with turndown service 4. Laundry bags

Appendix F Bathroom Amenities 1. Facial soap 8. Sewing kit 2. Bath soap or shower gel 9. Bubble bath \* 3. Shampoo 10. Hair conditioner\* 4. Moisturizer 11. Cologne or after-shave\* 5. Shower cap 12. Razor 6. Shoe mitt or shoeshine kit 13. Amenities container 7. Shoe horn

Appendix G Guest loans items 1. Ironing board and iron 10. Extension cords 2. Hair dryer 11. Sewing kits 3. Non allergenic pillows, Harder or Softer pillows 12. Voltage adapters 4. Heating pads 13. Cots 5. Hot water bottles 14. Rollaway beds 6. Ice packs 15. Crutches 7. First aid kits 16. Wheelchairs 8. Extension cords 17. Canes 9. First aid kits 18. Bed boards

Appendix H Housekeeping department (Loan item usage form) From (month/ year) 8/08 – 1/09

8/08	9/08	10/08	11/08	12/08	1/09	Ave. Month Usage	Unit price	Value per Occ.
						Room Usage per Occ. Room	CLOCK RADIO COTS CRIB HEATING PAD IRONING BOARD ADAPTER BED BOARD-DOUBLE -KING -TWIN FACIAL TISSUE HOLDER HAIRDRYER HANGER ICE BUCKET IRON, STEAM/DRY PILLOWS, FOAM SCALE	

COMMENT: GUEST SIGNATURE: RETURN DATE: DEPARTURE SIGNATURE:

## Appendix I

Equipment (Small equipment)Function 1. Floor mops and wet mops Clean floors and walls 2. Synthetic broomsSweeping 3. Compartmentalized buckets Carry supplies 4. Buckets with built-in wringer Take excess water from mop 5. High dustersClean high and hard to reach area 6. Basket Carry cleaning supplies 7. Steel wool Clean by sanding the surface lightly 8. Scrubbing padsLess-Abrasive surface cleaner than steel wool 9. Spray bottlesHold fluids dispensed from bulk containers 10. Whisk broomsSweep loose dirt 11. Toilet swabs and Johnny mopsLong-handled equipment for cleaning toilet bowl

## Appendix J Capital Equipment

MachinesGuestroom Amenities 1. Attendants' vacuums11. High-pressure sprayers1. Stationery 2. Wet and dry vacs12. Dry-foam shampoo machines2. Postcards 3. All-purpose vacs for furniture, curtain and vents13. Pile lifters3. Pens 4. Back-pack vacs14. Electric brooms4. Laundry bags 5. Space vacs15. Carpet sweepers5. Utility bags 6. Extraction machines16. Wall washers 7. Buffers17. Glass washers 8. Scrubbers18. Fogging machines and insecticide sprayers 9. Burnishes19. Sewing Machines 10. Steam cleaning machines20. Trash-handling equipment Furniture, Fixtures and equipmentTools, Electrical and Mechanical Supplies 1.

Chairs 13. Lamps1. Ladders 2. Tables14. Mirrors2. Scaffolds 3. Mattresses15. Paintings3. Casters 4. Boxsprings16. Decorative accessories4. Chair glides 5. Bed frames17. Telephones5. Extension cords 6. Headboards18. Wall-mounted light 7. Night tables19. Fixtures 8. Guestroom desks20. Draperies

9. Armoires<sup>21</sup>. Blinds<sup>10</sup>. Sleeper sofas<sup>22</sup>. Towel bars<sup>11</sup>. Televisions<sup>23</sup>. Toilet tissue holders<sup>12</sup>. Radios<sup>24</sup>. Make-up mirrors

Appendix K Cleaning and Guest Supplies inventory

Units on hand Par stock Reorder

1. All liquid cleaner CS/123
2. Wash cloths PK/5
3. Hand towels PK/9
4. Bath towels PK/9
5. Bath mats CS/1000
6. Toilet tissue CS/96 RL3
7. Facial tissue CS/36 BX3
8. Sanitary bags BDL/5002
9. Waste baskets BX / 482
10. Bathrobe\*PK/5
11. Disposable slippers\*BX/4
12. Stationery CS/48 4
13. Postcards CS/10 BX1
14. Laundry bags BDL/5002
15. Packets of coffee or tea, sugar and powdered creamer and stir sticks BX/ 2
16. Chocolates or mints provided with turndown service BX/ 2
17. Facial soap CS/ 2
18. Bath soap or shower CS/ 2
19. Sewing kit CS/2
20. Bubble bath CS/ 2
21. Shampoo CS/2
22. Hair conditioner\*CS/2
23. Moisturizer CS/1
24. Cologne or after-shave\*CS/1
25. Shower cap CS/2
26. Shoe mitt or shoeshine kit CS/1
27. Shoe horn CS/123
28. Amenities container EA/32

Appendix L (Sample of laundry contact) Louisiana Multiple Award Schedule (LaMAS) Linen Contract Order Information

Ordering Information: Phoenix Textile Corporation Attn: Tommy Schwartzmann 837 Oak Hollow Hammond, LA 70401 Tel # 985-542-7072 Vendor # 431291118-02

Schedule Title: LaMAS Linen Contract T-Number: 92500 Contract Number: 407622 Contract Period: July 30, 2008 through June 30, 2009 Minimum Order: No minimum order

Payment Terms: Net 30 days Delivery: 30 days aro F. O. B. Point: Destination

Warranty Provisions: Manufacturer's standard commercial warranty Prime Contractor: Phoenix Textile Corporation 13652 Lakefront Drive St. Louis, MO 63045 Hal Herwick Tel: 800-727-3505 Fax: 314-344-5786 Email: [email protected]com

\*\*\*Note: Orders are not to be submitted to the Prime

Contractor but are to go directly to the Louisiana distributor, listed below under ordering address. Louisiana Distributor/ Phoenix Textile Corporation

Ordering Address: Attn: Tommy Schwartzman 837 Oak Hollow Hammond, LA 70401 Tel: 985-542-7072 Payment Address: Phoenix Textile Corporation P. O. Box 1060 Saint Charles, Missouri 63302-1060 Appendix M (Sample of laundry contact in detail) LAUNDRY SERVICES FOR UW-OWNED LINENS (contract last updated 11/10/2006) \_\_\_\_\_

SCOPE: The contract for Laundry Services is currently used by various departments on campus for laundering of University owned property.

\_\_\_\_\_ CONTRACT #DESCRIPTION 07-5235LAUNDRY SERVICES FOR UW-OWNED LINENS

CONTRACT ORIGIN: ADDITIONAL INFORMATION: UW-Madison Purchasing Services 21 N Park St, Ste 6101 Madison, WI 53715-1218 UW-Madison users contact: Carl Hubbard (608) 262-6557 FAX (608) 262-4467 TDD: 608-262-0825[[email protected](#)]wisc. edu Non-UW-Madison users contact: Vendor Representative COOPERATIVE PURCHASING: YES CONTRACT TERM: November 1, 2006 through October 31, 2007, with automatic renewal extensions to October 31, 2009, unless amended, cancelled or rebid. The University reserves the right to extend beyond the Contract Term if deemed to be in the best interest of the University.

\_\_\_\_\_ Vendor(s)008004 Aramark Uniform Services Inc 1212 N Stoughton Rd Madison WI 53714 Sales Representative: PHONE #FAX # Leigh Hartjes 608-241-2152 608-241-2622 E-mail: leigh.[[email protected](#)]aramark. com PHONE #FAX # Ordering/Expediting: 608-241-2152 608-241-2622 Invoice Information: 608-241-2152 608-241-2622 <https://assignbuster.com/housekeeping-management-assignment/>

Returns: 608-241-2152 608-241-2622 Minority Reporting: 608-241-2152 608-241-2622 E-mail: bill.[email protected]aramark. com Website: www.

aramark-uniform. com Commodity Code954-03 Federal Employee ID #

(FEIN)95-3082883 F. O. B. D" FOB DESTINATION, FREIGHT PREPAID AND

ALLOWED " V" SERVICE/MAINTENANCE Terms: N/30 Invoicing: Invoices shall

reflect contract pricing Orders: Phone, Fax, Internet Back Orders: Will notify

ordering department within 24 hours of order/release. Pricing Information:

LAUNDRY SERVICES – SEE BELOW ITEMDESCRIPTIONUNIT PRICE LOT 1 —

RESIDENCE HALLS / EAGLE HEIGHTS DAY CARE PER EACH 1Towels, 27"x52",

15 lb per dozen\$0. 34 2Hand Towels, 30" x 16", 2. 2 lb per dozen\$0. 12

3Washcloths, 13" x 13", 1. 75 lb per dozen\$0. 05 4Sheets, 72" x 120", 180 TC

percale\$0. 43 5Fitted Sheets, 38" x 80#, 180 TC percale\$0. 3 6Pillow Cases,

47" x 36", 180 TC percale\$0. 15 7Blankets, 72" x 96", 3 lb each\$1. 10

8Mattress Pads, 36" x 80"\$0. 38 9Bedspreads, 63" x 102", 100% polyester\$1.

10 LOT 2 – AGRICULTURE SHORT COURSE DORMS PRICE PER POUND

10Towels (May-October) \$0. 34 11Towels (Nov. -April) \$0. 34 12Blankets

(May-October)\$0. 34 13Blankets (Nov. -March)\$0. 34 14Blankets (April)\$0.

34 15Washcloths (May-October)\$0. 34 16Washcloths (Nov. -April)\$0. 34

17Mattress Pads (May-October)\$0. 34 18Mattress Pads (Nov. -March)\$0. 34

19Mattress Pads (April)\$0. 34 19. ASheets (fitted and flat)\$0. 34 19.

BPillowcases\$0. 34 LOT 3 – MISCELLANEOUS DELIVERY LOCATIONS PRICE

PER POUND 29Mops (Wet & Dry)\$0. 34 30Towels\$0. 34 31Rags\$0. 34

32Blankets\$0. 34 33Lab coats\$0. 60 34Uniform shirts\$0. 28 35Uniform

trousers\$0. 38 36Sheets\$0. 43 37Pillow cases\$0. 15 SPECIFICATIONS 1.

EQUIPMENT, UTILITIES, SUPPLIES AND SPACE USE, MAINTENANCE,

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**REPLACEMENT AND SANITATION:** • The contractor shall furnish all equipment, utilities, supplies and space herein specified and all management and labor necessary for the efficient, sanitary and ecologically sound provision of the laundry services. This contract document represents the initially desired service but it is intended that at regular intervals during the duration of the contract, the amount of required service shall be examined by the University and contractor with the objective of providing the best possible service to the University. It must be agreeable to the University and the contractor, if it is necessary to change the number of delivery and pick-up times per week to meet the needs of this contract. Residence Halls will require a number of changes in pick-ups and deliveries during the summer months to accommodate its conference guests.

The contractor must provide sufficient staff and equipment to handle pickup of all soiled linens the on the same day during the peak conference season. • Ownership of all laundry items shall remain with the University. However, the contractor agrees to take such measures as may be reasonably required, for the protection against loss by pilferage or destruction. The contractor shall have full responsibility for the costs of any damage or loss of laundry items caused by the negligence of the contractor or its employees.

The Contractor shall reimburse the University for any piece of laundry damaged by neglect or carelessness in the laundering process. The University shall be responsible for marking items as to University ownership and/or department name. Items may also be personalized (i. e. lab coats). • The contractor must return the same number of clean linens to the location where soiled linens were previously picked up. For example, 100 towels are

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picked up from Room 266 Dairy Science; 100 towels are returned to Room 266 Dairy Science.

UW stock is to be made whole within seven days. • The contractor shall meet, upon request of the University, with Purchasing Services and/or authorized committees to effect adjustments in operations, and shall cooperate at all times to maintain maximum efficiency and good public relations with students, faculty and staff. • Equipment carts and bags shall be provided by the Contractor and kept in well-maintained condition. Broken or damaged carts must be repaired or replaced immediately. Clean carts should be provided as needed. The contractor shall adhere to the highest standards of cleanliness and sanitary practices, to insure continual sanitation in all functions and matters related to the execution of the terms of this contract. 2. KEYS AND SECURITY: The University will provide Contractor with keys required for access to service areas. NO BUILDING KEYS MAY BE COPIED. Outside entrance door keys shall be the only keys to be issued to the Contractor's employees and permitted to leave the building. If keys are lost, Contractor shall be responsible for the total cost of re-keying and replacement of all building locks and keys.

Contractor's employees shall not admit anyone to areas controlled by a key in their possession. 3. LAUNDRY SERVICE REQUIREMENTS: •The enclosed Cost Proposal List indicates approximate monthly usage for each item. The bidders are advised that laundry activity will vary greatly from building to building between the academic year and the summer months. The delivery schedule may change during the summer with some Residence Halls having two to three pickups and deliveries per week and others having none. The <https://assignbuster.com/housekeeping-management-assignment/>

University shall cooperate with and advise the contractor regarding schedule routing and stops to minimize fuel consumption and service cost. Laundering is to include washing, drying, ironing, and starching as normally required in quality laundry service. •All items shall be washed, extracted, tumbled and ironed, as required, with only non-allergic soaps, detergents, bleaches or other chemicals to render the finished products clean. •All laundry is to be processed to produce first quality work with minimum of wear and tear on the fabric. Laundry is to be handled carefully and expeditiously to avoid and remove stain and mildew (mildicide is to be used to control mildew).

Finished work on all white materials to be uniform in appearance and sharp white in color. As our sheets and cases receive heavy use, they are to be laundered with a washing formula designed for those soil conditions. To prevent cement stains, care shall be taken to insure damp linen do not come in contact with concrete. •Flat work must be folded neatly and uniformly and packaged by type, e. g. , sheets together, pillow cases together, in a polyfilm or paper wrapper, 10 sheets per package and 20 pillow cases per package. Stained linens and those requiring repair must be packaged separate from good linens. Press work must be neatly done to avoid wrinkling and must be folded correctly and uniformly. •Blanket washing and drying to be handled with extreme caution to avoid shrinkage. Wash blankets clean with a good low-titer soap. Washing and rinsing temperature must not exceed 100 degrees F. Sour in the last rinse. Air drying of blankets on racks is preferred. If tumbler is used for drying, avoid excessive heat and avoid tumbler wrinkles. •Rag and towels must be pressed and folded. •Items failing to



meet University washing standards will be returned for rewash at no cost to the University.

The University will label rewash as such. Salvage wash is a University responsibility (body stains, etc. ) and will be laundered at the regular rate. The University will label such items as salvage wash. •Salvage wash and rewash returned to the University Residence Halls shall be proportionately distributed among the Residence Halls to ensure that no one hall receives more than its share of salvage or rewash linen. •There may be occasions when the University may request the contractor to make repair of laundry items.

Term and prices to be determined by mutual agreement of the University and contractor. •The University has pick-up and delivery points at approximately 160 locations. Included in these locations are 16 Residence Halls which represent the largest volume of items to be laundered. Most of the sheets and pillow cases are used by Residence Halls. Other locations may represent very small pick-ups such as a few pounds of rags, 1 or more lab coats or any of the miscellaneous items to be laundered. See Attachment B for buildings and addresses of pick up and delivery points.

Attachment B may not be totally inclusive and there may be multiple pick up and delivery points in each building. •The schedule for departments, except University Housing, is pick up and delivery once per week, Monday through Friday, 8: 00 a. m. – 3: 00 p. m. Laundry for pick up will be packed in laundry bags, clearly labeled. Laundry bags, hampers and carts must be furnished by the Contractor as required and must be rust free, clean, and in good

condition for use. If the individual department has its own equipment, the Contractor will use the department's equipment for transport. 4.

RESIDENCE HALLS DELIVERY REQUIREMENTS: •For the purpose of this contract, most Residence Halls schedule is twice per week during the summer months for most buildings, Monday through Friday, 8: 00 a. m. – 3: 00 p. m. Eagle Heights daycare schedule is weekly throughout the academic year and summer term. No entry will be allowed into secured storerooms after 3: 00 p. m. , unless arrangements are made beforehand with Julie Barrette at (608) 262-8878. Soiled laundry will be packed in laundry bags or hampers supplied by the Contractor and clearly labeled with the quantity of items in the bag.

All equipment must be rust free, clean, and in good condition for use. If the individual department has its own equipment, the Contractor will use the department's equipment for transport. Julie Barrette or her representative must be notified within 24 hours of any discrepancies in the count. Each delivery of clean items shall be accompanied by an itemized delivery ticket for University's records, indicating item description and count, date, department being charged, item rate and total cost. The contractor shall be advised within 24 hours of any discrepancies and the invoice adjusted. Delivery of clean items shall be encased in plastic and inside a laundry bag and labeled as to the contents for each Residence Halls. Delivery to the Kronshage Units shall be in packaged bundles. Delivery at Adams Hall is on a conveyor belt through a window. Clean items delivered to Barnard, Bradley, Chadborne, Cole, Ogg, Sellery, Slichter, Sullivan, Elizabeth Waters, and Witte Halls shall be encased in plastic and placed in a clean cart on casters and not

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exceed 100 pounds. Laundry for Merit House and Susan Davis House shall be in carts delivered to Chadbourne Hall.

Pickup and delivery for Eagle Heights must be before 11: 00 a. m. •The University, at the option of the contact person, will furnish a ticket indicating the quantity of each item and/or soiled weight contained in a pickup. If the contractor takes exception to the University stated contents they will notify the pick-up point within 24 hours of the discrepancy or the contractor shall be responsible for the amounts indicated on the pick-up slip. If the University fails to indicate the contents of a pick-up, the contractor's calculation shall prevail. Upon return of laundered items, the contractor will furnish a ticket indicating the contents of the shipment. The University shall verify the clean linen counts upon receipt, sign, and date and record discrepancies on the delivery ticket. The University will be responsible for notifying the contractor within 24 hours of any discrepancy and the invoice adjusted or the University will be responsible for the amounts indicated. Items that are lost by the contractor will result in a charge against the contractor for lost items at the University's replacement cost. . EMPLOYEE IDENTIFICATION: All contractors' employees, while working on University property, must wear a clearly displayed photo identification badge (provided by the Contractor at the Contractor's cost) showing they are employees of the contractor. Badges must be available but will not be required to be worn when protective clothing and respiratory protection is required. Appendix N [http://doalouisiana.gov/osp/contracts/lamas/linens/Phoenix/orderinfo. pdf](http://doalouisiana.gov/osp/contracts/lamas/linens/Phoenix/orderinfo.pdf) <http://www.bussvc.wisc.edu/purch/contract/wp5235>.