Module 03 Hotel Housekeeping Department, Unit 01 Housekeeping Department
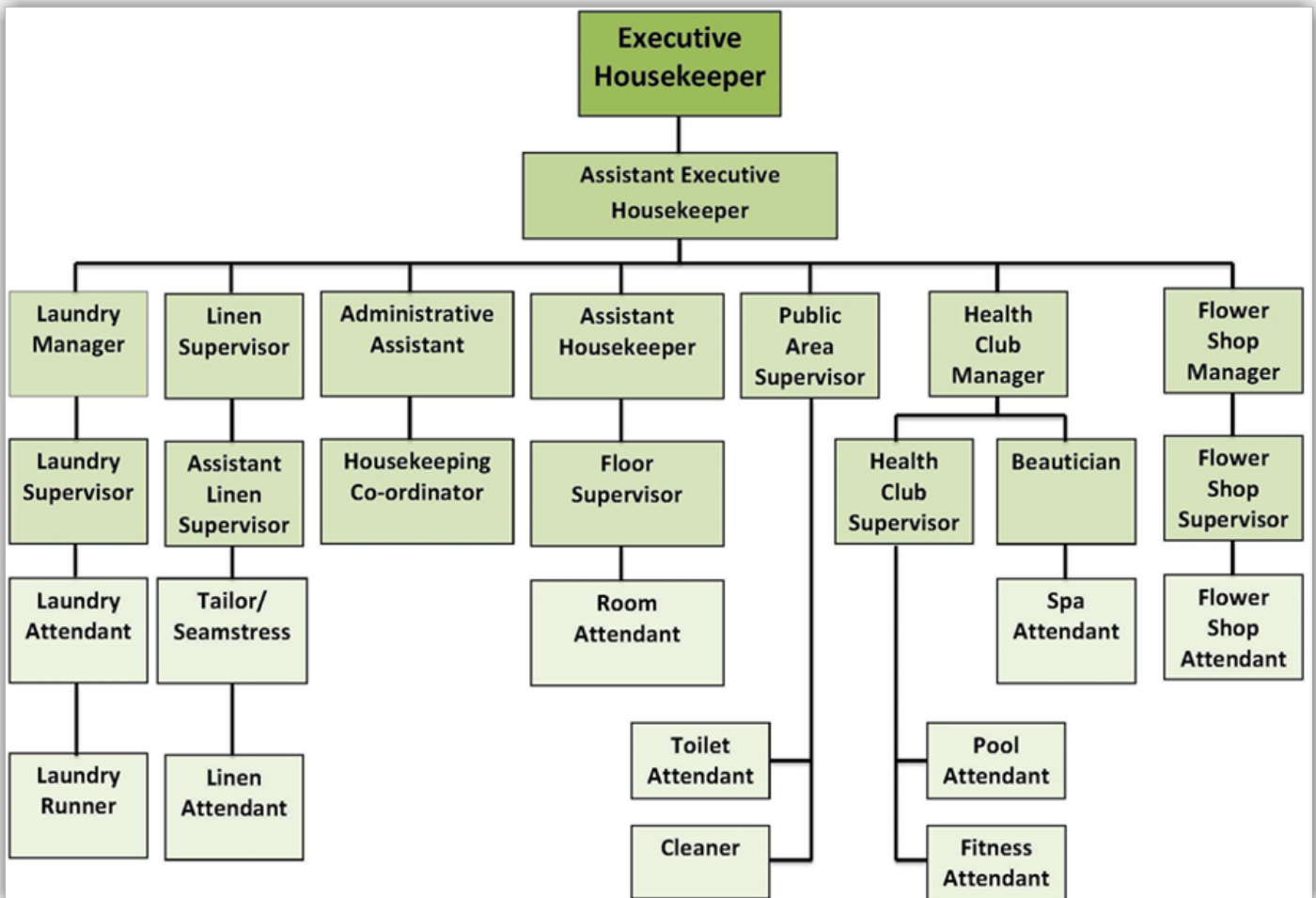## Organization of a Hotel Housekeeping Department

Executive Housekeeper

Assistant Executive Housekeeper

- **Laundry Manager**
  - Laundry Supervisor
    - Laundry Attendant
      - Laundry Runner
- **Linen Supervisor**
  - Assistant Linen Supervisor
    - Tailor/ Seamstress
      - Linen Attendant
- **Administrative Assistant**
  - Housekeeping Co-ordinator
- **Assistant Housekeeper**
  - Floor Supervisor
    - Room Attendant
- **Public Area Supervisor**
  - Toilet Attendant
  - Cleaner
- **Health Club Manager**
  - Health Club Supervisor
    - Pool Attendant
    - Fitness Attendant
  - Beautician
    - Spa Attendant
- **Flower Shop Manager**
  - Flower Shop Supervisor
    - Flower Shop Attendant

1.	**Enter the Guest Room** Knock on the door and announce housekeeping before entering
2.	**Check and open up the room** Open curtains, check amenities. Make sure no personal belongings are left in check-out rooms
3.	**Make the bed** Replace dirty linen with clean fresh linen
4.	**Clean up the trash and dust the room** Collect the trash and empty ashtrays, if any
5.	**Clean the bathroom** Clean and disinfect the bathroom, replace towels and refill guest supplies
6.	**Vacuuming** Vacuum from the inside to the outer side of the room
7.	**Final check and return room to inventory** Check all items inside room before leaving. Return room to inventory and update the room assignment sheet

Module 03 Hotel Housekeeping Department, Unit 02 Relationship between housekeeping and other departments
Hotel Room Codes and descriptions

Terminology	Code	Description
Occupied Clean	OC	The room is occupied and has been cleaned
Occupied Dirty	OD	The room is occupied and hasn't been cleaned
Vacant Clean	VC	The room is vacant and has been cleaned
Vacant Dirty	VD	The room is vacant and hasn't been cleaned
Do Not Disturb	DND	The guest has requested no disturbances
Out of Order	OOO	The room is under maintenance or refurbishment
Extra Bed	XB	An extra bed is being used in the guest room
Light Baggage	LB	An occupied room with no large baggage
No Baggage	NB	An occupied room with no baggage
No Need Service	NNS	The guest has requested no service
Sleep-out	SO	Bed shows no signs of being used
Check-out	CO	The guest has paid the bill and checked out
Expected Departure	ED	The guest will depart prior to the check-out time
Inspected	I	The room is double checked after cleaning
Did Not Check-out	DNCO	The guest has paid but not completed the check-out processes
Late Check-out	/	The guest is approved to check out later
Skipper	/	The guest has not paid and has left
Complimentary	/	The room is occupied for free
Stay-Over	/	The guest will remain for one more night
Lock-Out	/	The room has been locked to disallow the guest re-entry