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Housekeeping and Technology

INFOGRAPHIC

Time	#	Task
10 sec	1	ENTER ROOM
1 min	2	CLEAR BED
4 min	3	MAKE BED
3 min	4	WIPE DUST
1 min	5	REPLENISH ROOM
5 min	6	CLEAN BATH AND SHOWER
2 min	7	CLEAN MIRROR & SINK
2 min	8	CLEAN TOILET
1 min	9	REPLENISH BATHROOM AMENITIES
1 min	10	CLEAN BATHROOM FLOOR & DOOR
3 min	11	VACUUM ROOM
30 sec	12	CHECK ROOM

15 min. Stay over Room

25 min. Checkout Room

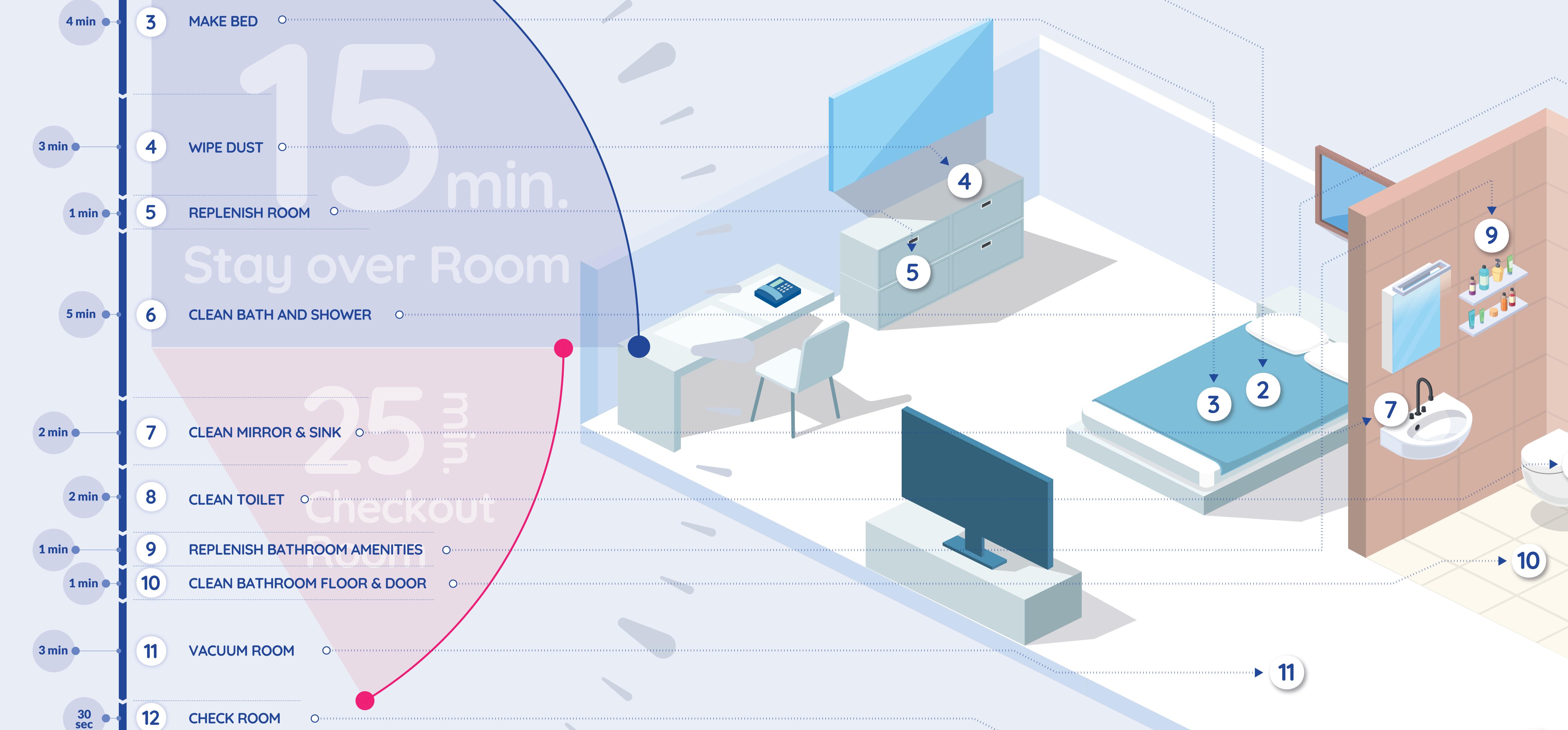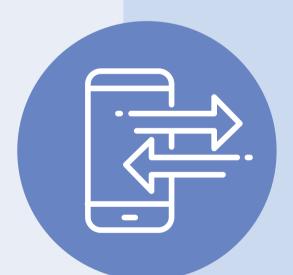ENTER ROOM

Attendants have limited time to clean rooms based on the tasks needed to be completed for each room. Using the right technology helps to maximise cleaning time optimising efficiency.

Managing Housekeeping processes manually increases the possibility of miscommunication which in turn cause delays and below standard results. Modern Housekeeping technology is a necessary tool in the decision-making process, integrated across the necessary elements of the hotel tech stack to facilitate proactive actions such as automating room assignments, scheduling turnovers, reprioritising work tasks and maintenance reporting.
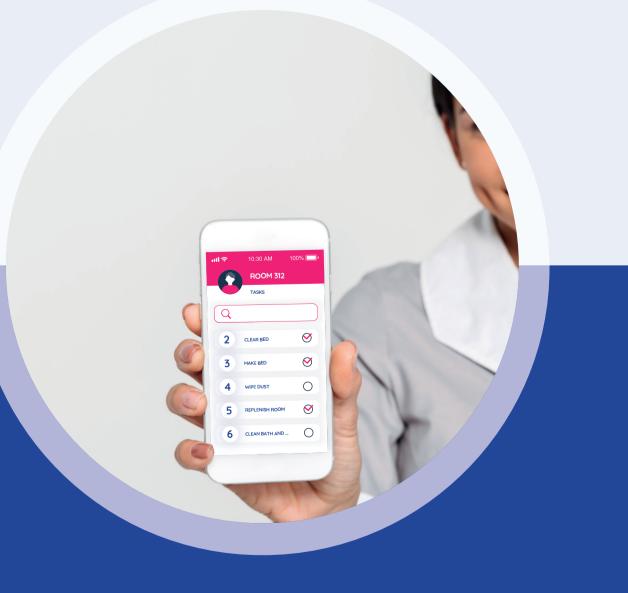
Using modern housekeeping technology solutions a housekeeping supervisor assigns rooms and creates task sheets in a matter of minutes.

On basis of credits* or sections task sheets are automatically allocated.

*Credits are used for Housekeeping Assignment. Credits are units of work. For example, a property can use credits to denote the time needed to clean a room.

With mobile devices attendants access their task sheets, guest profile preferences and cleaning sequences.

With full integration to the PMS and BMS systems Housekeeping can log items in lost & found, report maintenance issues and send room status (after inspected as clean) direct to the front desk via their mobile device all in real time.

Modern technology solution ensure communications between departments is optimised, the right rooms are ready when they are needed, all leading to greater guest satisfaction.

The room cleaning times graphic is an example only based on Pre COVID-19 scenarios. Cleaning protocols have changed due to COVID-19 requiring extra disinfection of frequently touched guest room areas and items. e.g. light switches, door handles, TV remotes, phones, coffee machines and kettles etc. This is turn most likely impacts cleaning times of rooms. Technology plays a vital role in managing these requirements.