

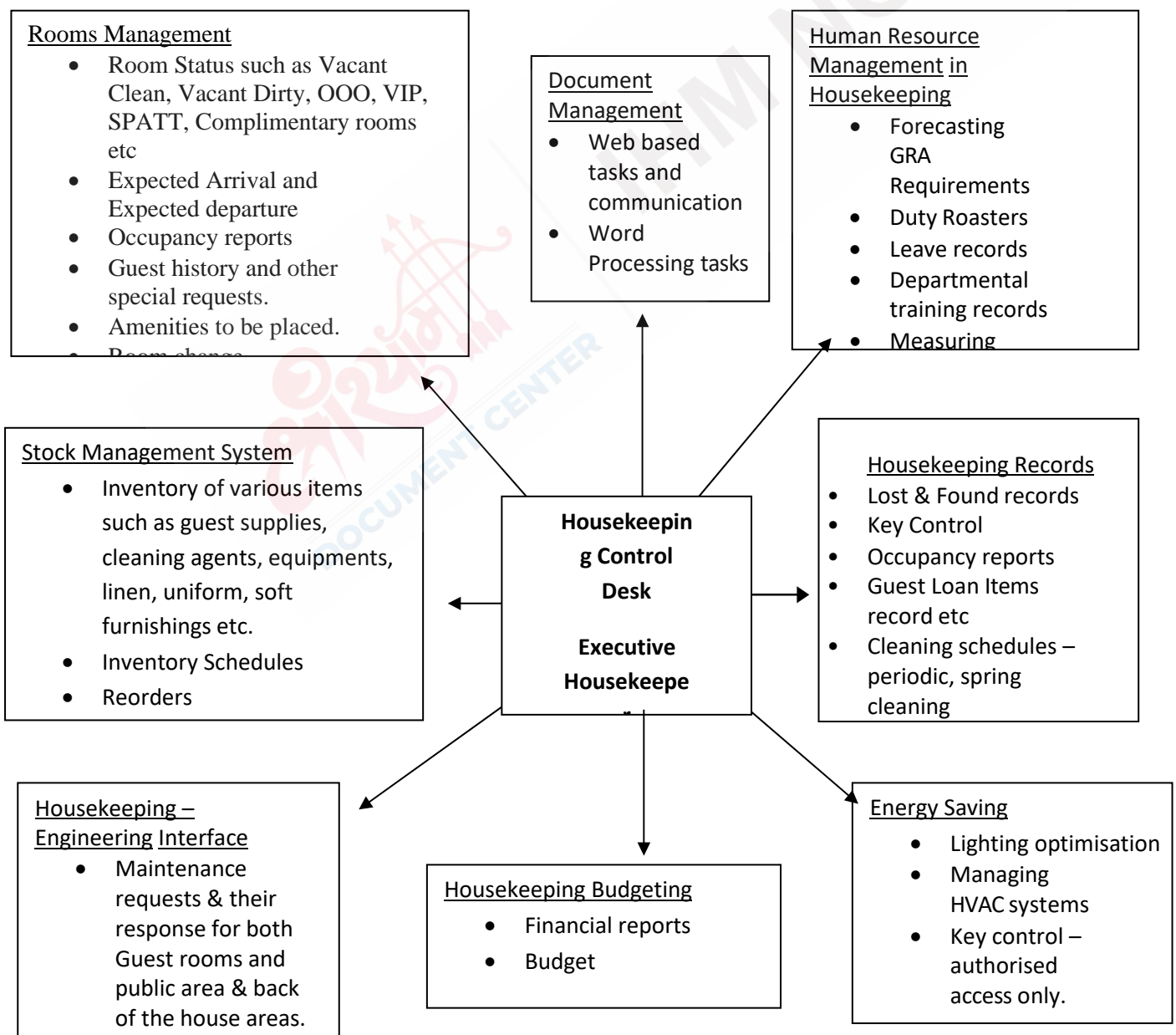
UNIT 7: USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT

Computers have become the very basic need of housekeeping department. Many hotels have invested heavily in information technology (IT) infrastructure and networking that deploy the latest technical advances in their operations.

Housekeeping Software

Housekeeping operations modules are now an important part of integrated hotel management software. Popular PMS (property management system) used in India include IDS, Opera, Fidelio etc. These softwares have modules that help management of entire hotel providing connectivity between various departments such as Front Office, F & B Service, Kitchen, Housekeeping, Sales, Purchase, Accounts and Stores. The MIS (Management Information System) is used for strategic and financial planning by the managers. For Housekeeping department, the computers are commonly provided at Housekeeping control desk and with Housekeeper. Smaller wi-fi connected gadgets may be integrated with this system connecting individual guest floors and public areas.

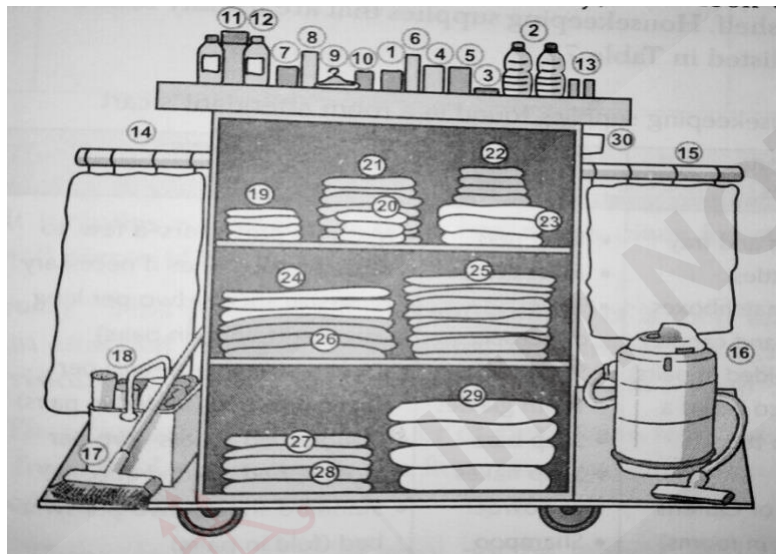
The housekeeping module of a PMS may have following modules:



Maid's Cart

It is also called as a room attendants trolley, or chamber maid's trolley, this is perhaps the most significance piece equipment in the housekeeping department. it is like a giant tool box, stocked with everything necessary to service a guest room effectively. Most such carts available now are made of metal, but sometimes wooden carts may be in use.

The cart should be spacious enough to carry all the supplies needed for a GRA to complete half a day's room assignments. Since the cart is large and may be heavily loaded, it must be easily movable as well. the ideal cart would have fixed wheels at one end and castor –wheels at the other. The cart should be well organized so that the GRA's do not have to waste time in searching for supplies or make frequent trips back to the supply room. Also, if the cart is not stacked neatly, it will look very unsightly.



They are more useful than hand caddies when a large amount of supplies and items are to be carted or replaced. They are ideal for the efficient removal and carriage of smaller pieces of cleaning equipment, cleaning agents, linen and rubbish.

They eliminate the time wasted in assembling equipment at the work location or moving them from one place to another.

AID'S TROLLEY CONTENT

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| 1. Minibar supply satchets (tea, coffee, creamer, sugar etc) | 16. Vacuum cleaner |
| 2. Soaps, Shampoos, Moisturizers | 17. Wall brush |
| 3. Match boxes | 18. Hand caddy: all purpose cleaner, with sponges, rubber gloves, disinfectants, naphthalene polish, scrubber. |
| 4. Sewing kits, Shoe mitts | |
| 5. Door knob cards | |
| 6. Guest stationery, ball point pens and pencils, scribbling pads, comment cards | <u>LINEN</u> |
| 7. Laundry slip, Laundry bag | 19. Face towel |
| 8. Cloth hangers | 20. Hand towel |
| 9. Glass covers, coasters | 21. Bath Mats |
| 10. Toilet rolls, tissues, shower caps | 22. Pillowcases |
| 11. Soap suds, foam bath, loofah pads | 23. Bath towel |
| 12. Cotton wool, dental kit, comb, shaving | 24. Single sheets |
| 13. WC Bands/Strips | 25. Double sheets |
| 14. Soiled linen bag | 26. Night spreads |
| 15. Trash bag | 27. Mattress protector |
| | 28. Single Duvet covers |
| | 29. Double Duvet covers |
| | 30. Key box |

Care & maintenance:

- All carts and trolleys need to be kept clean, wiped daily and stored locked.
- The room should be dry area and it should be well ventilated.
- The soiled linen bag and thrash bags should be emptied.
- A thorough cleaning may be done once a week.
- The wheels may be oiled during this cleaning for the smooth movement of the trolley.
- Carts and trolleys should be never used as general dumping grounds when not in use.
- All the linens and amenities should be well arranged when the shift is completed so that it will be easier to replenish extra items when necessary.

Terms from exam:

Dutch wife: Another name for Sewing Kit.

Natural vs Synthetic Detergents: Natural soaps are made using fatty acids and glycerol. The fatty acids are obtained from natural ingredients such as plant butters, organic oils, herbs and spices. These are usually bathing soaps. On the other hand synthetic detergents are prepared from petrochemical industry and are used as laundry detergents.