

Franchise Operations – Standard Operating Procedure

02. Housekeeping – Housekeeper Forecast Report

HSK – 004

Overview

Housekeeper Forecast Report in the Property Management System (PMS) allows to forecast accurately the number of Housekeepers and the supplies needed for the daily operation. This report is designed to assist the Franchisee in correct forecasting and rostering of the Housekeeping team members, reduce the possibility of over or under scheduling, helps in preparation of the supplies needed to clean the apartments and assists in effective control of payroll, cleaning equipment and guest supplies costs.

Standard

To ensure that all Franchise Business Partners utilize the full potential of PMS and make use of the Housekeeper Forecast Report daily. This is to guarantee smooth Housekeeping operation through the correct ways of forecasting, rostering and effective operation planning procedures while maintaining high-quality service delivery for all the guests.

Procedure

Housekeeper Forecast Report is generated in PMS. It is built by selecting room types to calculate how many apartments and minutes will be required to be cleaned on the day/week, based on the reservations registered in the PMS. Minutes are assigned to each room type based on the time required to clean each one of them. Once the report is generated and the numbers of apartments and minutes are calculated, accurate scheduling of the Housekeepers is to be completed based on their rostered work shifts (part time, full time, casual).

To ensure that numbers of apartments/ minutes on the report are accurate, Front Office Team must ensure that below points are completed:

- a) Ensure that all new guest reservations are being created.
- b) Ensure that all reservations are extended at the time requested by the guest.
- c) Ensure that guest early departures are checked-out in the PMS
- d) Ensure that tasks are assigned correctly as per the guest reservations in PMS.

Failure to complete the above points will result in inaccurate information reflected on the Housekeeper Forecast Report, followed by inaccurate forecasting, rostering and overall planning.

Housekeeping Supervisor/ Manager to be responsible for running the Housekeeper Forecast Report daily. As the information on the report may change with every reservation, the report should be re-run regularly throughout a day to ensure high accuracy.

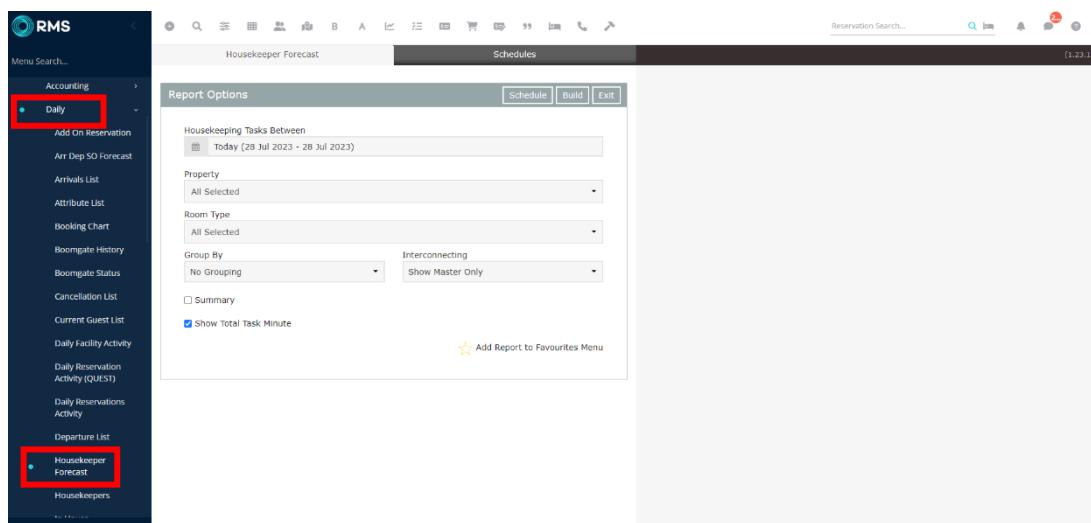
Franchise Operations – Standard Operating Procedure

02. Housekeeping – Housekeeper Forecast Report

HSK – 004

To run a report, below steps are to be completed in the PMS:

- Log into RMS
- Select 'Reports'
- Select 'Daily'
- 'Housekeeper Forecast'
 - Choose the desired dates range of the forecast
 - Choose the 'Room Type': 'All' for the full report
 - Tick 'Show Total Task Minute' to see the total minutes on the report
 - Select 'Build'



Based on numbers reflected on the report, correct rostering of the Housekeeping team members to be completed for the upcoming days.

Additionally, all the guest and cleaning supplies are to be ordered and prepared to ensure smooth Housekeeping operation and the high-quality service delivery for all the guests.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	21 June 2023	Business Transitions	Emrah Tataroglu	