

Franchise Operations – Standard Operating Procedure

02. RMS Housekeeping Module – Housekeepers Report

HSK – 005

Overview

Housekeepers report in the Property Management System (PMS) allows to generate a report listing all the Housekeeping tasks required to be completed on the day. This report is designed to assist Housekeeping Supervisor/ Manager in referencing, monitoring, and completing all housekeeping tasks allocated on the day in line with the Quest Service Standards.

Standard

To ensure that all Franchise Business Partners utilise the full potential of the Property Management System and make use of the Housekeepers report daily. This is to ensure the efficient Housekeeping operation through generating the right reports to support and simplify daily Housekeeping operation.

Procedure

The Housekeepers report is generated in PMS. It is built by selecting room types and the Housekeeping tasks that are allocated to be completed during the shift. Rooms that are required to be serviced / cleaned on the day will appear on the report with allocated tasks and minutes that are assigned for completion. Once the report with room numbers and assigned tasks for the day is generated, the report is to be allocated between the Housekeepers working on that day as per their rostered shift (full time, part time, casual).

Minutes are displayed under the Housekeeping User profile in the PMS.

Other important information included in the Housekeepers report is the departure date, notes, linen requirements, and time required to clean.

To ensure that information on the report is correct, Front Office Team must ensure that below points are completed:

- a) Ensure that the reservation is registered correctly, emphasizing the room type, bed configuration and length of stay.
- b) Any changes to the guest reservations post task allocation will need to be communicated with the Housekeeping Supervisor/ Manager.
- c) Ensure that any specific housekeeping requirements of the guest are recorded under the guest's reservation.

Failure to complete the above points will result in inaccurate information reflected on the Housekeepers report, followed by disrupted operation and possible guest complaints.

Housekeeping Supervisor/Manger is required to print the reports every morning, job boards must be completed before the start of the shift.

FRANCHISE OPERATIONS MANUAL

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

- Log into RMS
- Select 'Reports'
- Select 'Daily'
- Select 'Housekeepers'
- Choose the date
- Choose the 'Room Type': 'All' for the full report
- Select the 'Housekeeping Task': 'All' for the full report
- Report Type: 'Summary'
- Tick Include 'All Rooms'
- Select 'Build'

Housekeepers For Saturday, 29 Jul 2023												
Properties:	Quest Albury	Housekeeping Task:	Multiple	Report Type:	Summary	Include Maintenance Status:	No	Include Room:	Group By Properties:	Yes	No	
Room Type:	Room	Res No	Status	Task	Task Status	Name	Loyalty Membership Type	People	Depart	Notes	Time Req	Time Spent
Rollaway Bed - 060	001 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	002 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	003 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	004 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	005 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	006 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	007 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	008 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
Rollaway Bed - 060	009 Rollaway 0	Bed - 060	Vacant	Clean	Incomplete							
1EK - 1 Bedroom Executive - 060	101A - 060	2351632	Inhouse	Daily Service	Incomplete	Anna KIOSE	1A	30 Jul 2023 (2)		25		
T2EK - TK 2 Bedroom Executive - 060	101AB - 060	0	Vacant	Clean	Incomplete							
SK - Studio - 060	101B - 060	2319940	Out/In	Departure	Incomplete	Mr Matthew BILLMAN	1A	29 Jul 2023 (1)	V/Line Breakfast Pack (Out/In)	30		
SK - Studio - 060	101B - 060	2411662	In/Out	Pre Arrival Check	Incomplete	Naomi BRYCE	2A	30 Jul 2023 (1)	ETA: 11am 1 King (In/Out) Early Arrival - 11AM (In/Out)	5		

All the tasks divided by the Housekeepers should be printed with their first name or initials, attached to the clip board (job boards) and handed to the correct individuals at the start of the shift. Once that is done, Housekeepers should proceed to commence their tasks.

Housekeeping Supervisor/Manager to carry out an inspection of the apartments after the completion of servicing/ cleaning, and is required to change a status to Clean only when the apartment is completely ready.

All the Housekeepers must be familiar with all the information on the Housekeepers report, including the notes, tasks and minutes required.

Version Control

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