

Franchise Operations – Standard Operating Procedure

02. Housekeeping – Housekeeping Clean Screen Report

HSK – 008

Overview

The Clean Screen feature in the Property Management System (PMS) allows the user to print a Housekeeping Clean Screen Report to use it during Housekeeping daily shift. This report is designed to communicate the system status of the apartments that can be filtered by the room types and the cleaning status.

It is a helpful tool to inspect the apartments daily and to complete the Pre-Arrival check. Information that is included in the report. The report will include the Room Type, Room No., Room Status, Arrival and Departure Date, Name of the Housekeeper assigned, Time Set to Clean and furthermore additional information, and it can be filtered depending on what the user would like to see on the report.

Standard

To ensure that all Franchise Business Partners utilise a full potential of the PMS and make use of the Housekeeping Clean Screen Report. This is to guarantee smooth Housekeeping operation through the printing correct reports that will assist the Executive Supervisor/ Housekeeping Supervisor in correct task allocation as well as daily inspection and pre-arrival checks.

Procedure

Clean Screen Report is generated in RMS. It is built by selecting the room types that the user would like to see on the report that can be filtered by the cleaning status, arrivals only and departures only.

The Housekeeping Supervisor/Manager must print this report in the morning to identify the dirty rooms that needs to be cleaned and inspected on the day. Once the Housekeepers Task Allocation job boards are completed this report should also include the names of the Housekeepers assigned for each room. Every time the status of the room is changed in the system, e.g. from Dirty to Inspected, this change will appear on the report if re-printed.

To ensure that information on the report is correct, below information should be set up correctly in the RMS Setup Function:

- a) Ensure that the room types and room numbers are set up correctly.
- b) Ensure that Housekeeping Tasks are set up correctly.
- c) Ensure that Housekeepers names are recorded correctly.

Failure to complete the above points will result in incomplete information reflected on the Clean Screen report.

The Housekeeping Supervisor/Manager is responsible for printing the reports every morning, job boards must be completed before the printing of the Clean Screen report.

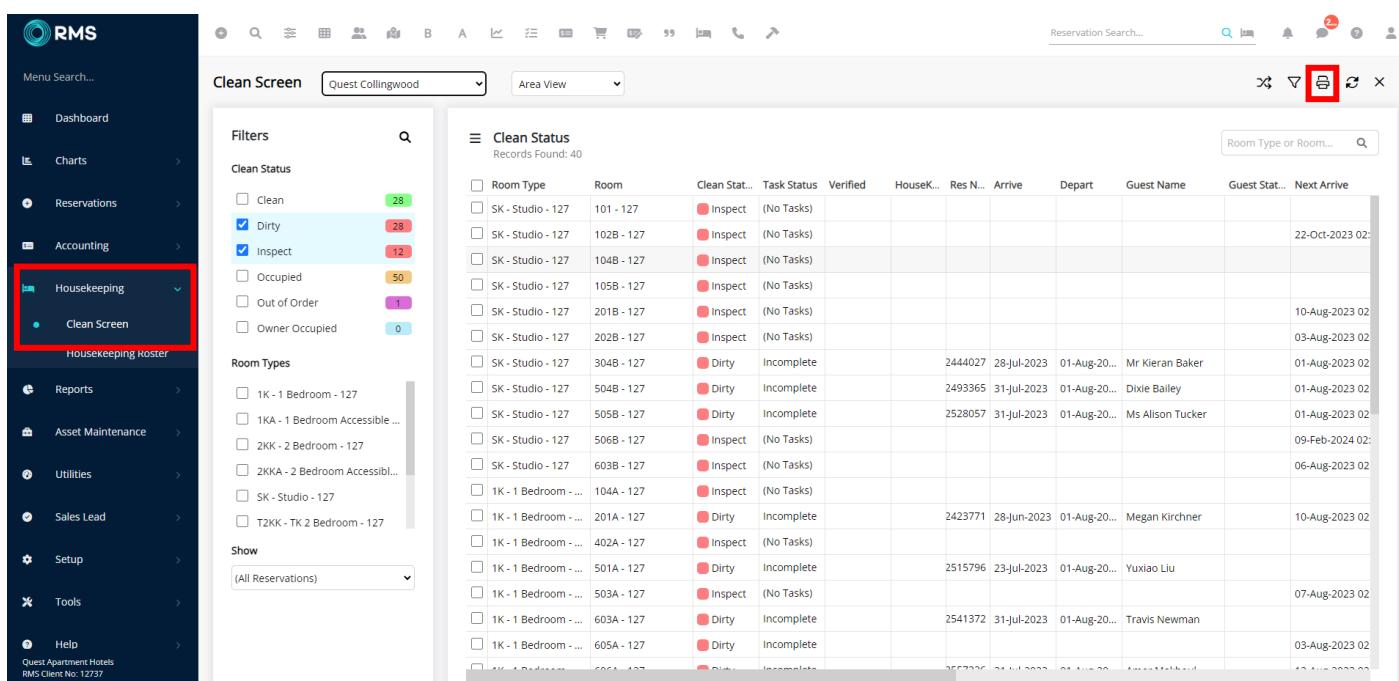
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To run a report, below steps are to be completed in the RMS:

- Log into RMS
- Select 'Housekeeping'
- Select 'Clean Screen'
- Select check box under the 'Room Type' for the room types that you would like to see on the report.
- Select check box under the 'Clean Status' for the statuses that you would like to see on the report
- Click on 'Search' next to 'Filters'
- Tick 'Arrivals Only' or 'Departures Only' if required
- Report should appear on the right side
- By clicking on the heading tab, you can sort it the way you would like to see it on the report
- Click on 'Print' in the right corner
- Select 'Clean Screen Report Print (First 6 Columns)



Clean Status
Records Found: 40

Room Type	Room	Clean Stat...	Task Status	Verified	HouseK...	Res N...	Arrive	Depart	Guest Name	Guest Stat...	Next Arrive
<input type="checkbox"/>	SK - Studio - 127	101 - 127	● Inspect	(No Tasks)							22-Oct-2023 02
<input type="checkbox"/>	SK - Studio - 127	102B - 127	● Inspect	(No Tasks)							
<input type="checkbox"/>	SK - Studio - 127	104B - 127	● Inspect	(No Tasks)							
<input type="checkbox"/>	SK - Studio - 127	105B - 127	● Inspect	(No Tasks)							10-Aug-2023 02
<input type="checkbox"/>	SK - Studio - 127	201B - 127	● Inspect	(No Tasks)							
<input type="checkbox"/>	SK - Studio - 127	202B - 127	● Inspect	(No Tasks)							03-Aug-2023 02
<input type="checkbox"/>	SK - Studio - 127	304B - 127	● Dirty	Incomplete	2444027	28-Jul-2023	01-Aug-20...	Mr Kieran Baker			01-Aug-2023 02
<input type="checkbox"/>	SK - Studio - 127	504B - 127	● Dirty	Incomplete	2493365	31-Jul-2023	01-Aug-20...	Dickie Bailey			01-Aug-2023 02
<input type="checkbox"/>	SK - Studio - 127	505B - 127	● Dirty	Incomplete	2528057	31-Jul-2023	01-Aug-20...	Ms Alison Tucker			01-Aug-2023 02
<input type="checkbox"/>	SK - Studio - 127	506B - 127	● Inspect	(No Tasks)							09-Feb-2024 02
<input type="checkbox"/>	SK - Studio - 127	603B - 127	● Inspect	(No Tasks)							06-Aug-2023 02
<input type="checkbox"/>	1K - 1 Bedroom - 127	104A - 127	● Inspect	(No Tasks)							
<input type="checkbox"/>	1KA - 1 Bedroom Accessible ...	201A - 127	● Dirty	Incomplete	2423771	28-Jun-2023	01-Aug-20...	Megan Kirchner			10-Aug-2023 02
<input type="checkbox"/>	2KK - 2 Bedroom - 127	402A - 127	● Inspect	(No Tasks)							
<input type="checkbox"/>	2KKK - 2 Bedroom Accessibili...	501A - 127	● Dirty	Incomplete	2515796	23-Jul-2023	01-Aug-20...	Yuxiao Liu			07-Aug-2023 02
<input type="checkbox"/>	SK - Studio - 127	503A - 127	● Inspect	(No Tasks)							
<input type="checkbox"/>	1K - 1 Bedroom - ...	603A - 127	● Dirty	Incomplete	2541372	31-Jul-2023	01-Aug-20...	Travis Newman			
<input type="checkbox"/>	1K - 1 Bedroom - ...	605A - 127	● Dirty	Incomplete							03-Aug-2023 02
<input type="checkbox"/>	1K - 1 Bedroom - ...	606A - 127	● Dirty	Incomplete	2557326	31-Jul-2023	01-Aug-20...	Amira Mithal			10-Aug-2023 02

A printable version of the Housekeeping Clean Screen report should appear on the screen. Select what you would like to do with it on top of the screen, e.g. print, save, e-mail.

Version Control

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