Franchise Operations – Standard Operating Procedure	
02. Housekeeping – Change Status for the Apartments	HSK – 009

Overview

The Clean Screen feature in the Property Management System (PMS) allows the user to update the cleaning status of the apartments in the Housekeeping Clean Screen, e.g. from dirty to clean. Correct use of this function will ensure that the system is updated regularly throughout the day, this communicates to the Front Office what apartments are clean and ready to be allocated or checked in.

Regular update of the Clean Screen feature will also ensure correct information on the Housekeeping Clean Screen for Operations team to know what apartments are completed and what are still in the cleaning progress.

Standard

To ensure that all Franchise Business Partners utilise a full potential of the Property Management System and utilise the Clean Screen Report features. This efficiently maintain communications between the Housekeeping and Front Office by adhering to Best Practice to update the status of the apartments the system.

Procedure

The Clean Screen feature in your PMS is built (created) by selecting the room types that the user would like to see on the screen that can be filtered by the cleaning status, arrivals only and departures only.

The Housekeeping Supervisor/ Manager is responsible to ensure that information on the Clean Screen is updated regularly throughout the day whilst adhering to the Quest Housekeeping Service Standards. Once the rooms have been completed by the Housekeeper/Room Attendant and the Housekeeping Supervisor/Manager has inspected the room and is satisfied with the standard, it is then required to update the clean screen from Dirty to Clean.

If the Housekeeping team has identified any in room issues during cleaning or inspection this must be rectified prior to passing the room through as clean.

The Housekeeping Supervisor/Manager needs to update the operations team regularly the status of the rooms to ensure rooms are available in preparation for the same day arrivals.

To change a status in the system, below steps are to be completed in the RMS:

→ Log into RMS
→ Select 'Housekeeping'
→ Select 'Clean Screen'
→ Select 'Room Type' the user would like to see on the screen
→ Select 'Filters' the user would like to see on the screen
→ Click on 'Search' next to 'Filters'
→ Tick 'Arrivals Only' or 'Departures Only' as required
→ The selection should appear on the right side
→ Tick the Room/s number that the status change is required

→ In the right corner, click on the status that is required to change the selected apartments to:

    → 'Set Discrepancy'- if discrepancy found, e.g. vacant in the system but physically occupied

    → 'Set to Dirty'- if it is required to change from clean to dirty, e.g. apartment needs re-cleaning due to not being occupied for a few days

    → 'Set to Inspect'- if apartment is clean but still needs to be inspected, e.g. pre-arrival check.

    → 'Set to Clean'- if it is required to change from dirty/inspect to clean, e.g. apartment has been cleaned and inspected and it is ready for check-in

→ Status for the selected apartments should be changed now

→ Click on 'Print' in the right corner if it is required to print it as a report

→ Select 'Clean Screen Report Print (First 6 Columns)
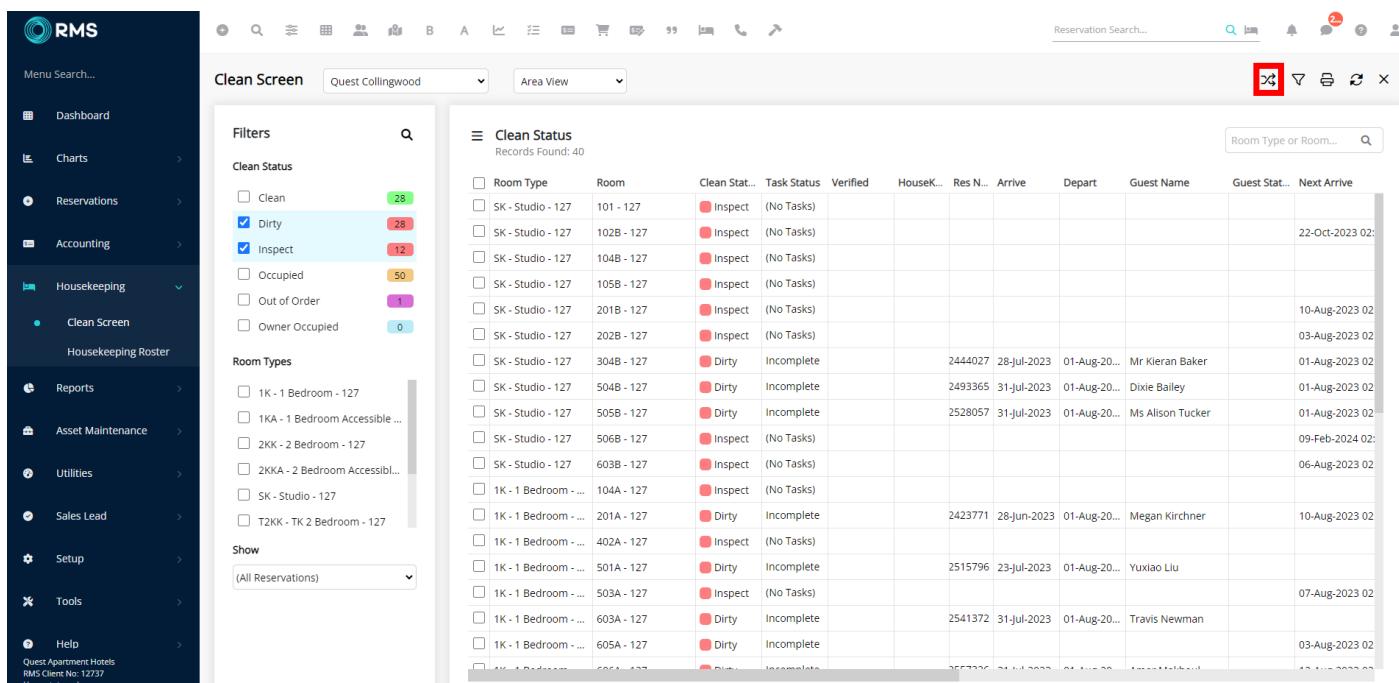
Note: A printable version of the Housekeeping Clean Screen report should appear on the screen. Select what you would like to do with it on top of the screen, e.g. print, save, e-mail.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	22 June 2023	Business Transitions	Emrah Tataroglu	

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