

Franchise Operations – Standard Operating Procedure	
02. Housekeeping – Linen Numbers Report	HSK – 003

## Overview

Linen Numbers Report in the Property Management System (PMS) allows a user to forecast accurately the property's linen requirements needed for the daily housekeeping operation and assists the outsourced linen company to accurately prepare the deliveries. This report is designed to ensure an efficient and timely ordering process and can prevent from over or short ordering and assists in effective control of the cost of linen hire.

## Standard

To ensure that all Franchise Business Partners utilise the full potential of the PMS and make use of the Linen Numbers Report daily to ensure an effective Housekeeping operation through the accurate linen forecasting and ordering procedure.

## Procedure

Linen Numbers Report is generated in PMS. It is built by selecting room types and their assigned bed configurations to calculate the correct count and types of the linen that will be needed for the cleaning of the apartments. Room types may vary based on the property, whereas the types of linen items are expected to be of the same standard regardless of the property.

To ensure that information on the Linen Numbers Report are correct, Front Office Team must ensure that below points are completed:

- Ensure that the bed configuration in the PMS reservation is the same as it is in the guest confirmation e-mail.
- Ensure that 3-day arrival call is completed to confirm the guest's arrival.
- Confirm bedding configuration(s) during the direct booking process.
- Once the reservation is confirmed, ensure that the room type and bedding configuration are added to the reservation in the PMS system.

Failure to complete the above points will result in inaccurate linen numbers reflected on the Linen Numbers Report, followed by inaccurate forecast and the linen order.

The Housekeeping Supervisor/Manager is responsible for printing Linen Numbers Report daily. As the numbers on the report change with every reservation, the report should be re-run prior to the ordering.

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

- Log into RMS
- Select 'Reports'
- Select 'Daily'
- 'Housekeeper Forecast Report'
  - Choose the desired dates range of the forecast
  - Choose the Room Type: 'All' for the full report
  - Choose the Interconnecting Type: 'Physical room only' for full report
  - Choose Report Type- 'Summary' for the total numbers of various linen types. If 'Summary' isn't selected RMS will show automatically show the numbers of various linen types split by the room types, '
  - Select 'Build'

The screenshot shows the RMS (Revenue Management System) interface. On the left, a dark blue sidebar contains a menu with 'Daily' and 'Housekeeper Forecast' highlighted by red rectangles. The main area displays the 'Housekeeper Forecast' report configuration. At the top, there are tabs for 'Housekeeper Forecast' and 'Report'. Below this, a 'Report Options' section contains a 'Build' button highlighted with a red rectangle. The form fields are as follows:

- Housekeeping Tasks Between:** Today (31 Jul 2023 - 31 Jul 2023)
- Property:** Quest Collingwood
- Room Type:** All Selected
- Group By:** No Grouping
- Interconnecting:** Show Master Only
- Summary:** ☒ Summary
- Show Total Task Minute:** ☐ Show Total Task Minute

Numbers to be shared with the linen laundry company on daily/ weekly basis, for them to ensure accurate and timely deliveries.

Note: If the King bed is required to be split, please tick the 'Split beds' task which will reflect on the housekeeping job board.

### Version Control

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