FRANCHISE OPERATIONS MANUAL

QUEST
APARTMENT HOTELS

Franchise Operations – Standard Operating Procedure	
02. RMS Housekeeping Module – Hold Over Departure Clean	HSK – 006

Overview

Hold Over Departure Clean feature in Property Management System (PMS) allows to hold off a cleaning allocation of the unallocated apartments on the days when there is no requirement to clean them, e.g. Sundays. This function can be used for a variety of different reasons, depending on the circumstances of the property.

Standard

To ensure that all Franchise Business Partners utilize the full potential of PMS and make use of the Hold Over Departure Clean function whenever is required, and only for the apartments that are not allocated for sale on that night. Correct use of this function will support the team productivity and payroll, as it prevents the teams from staying longer hours and paying unnecessary overtimes.

Procedure

Hold Over Departure Clean will only work for the apartments that are not allocated for arrivals on that particular day/ night.

Hold Over Departure Clean is applied to an apartment on reservation departure. When that apartment is not set to Clean status on the same day as the original departure, the system automatically rolls this forward to a Hold Over Departure Clean. Hold Over Departure Cleans status will remain on the Housekeeping Reports until that apartment is set back to Clean status using a Clean Screen function. This task type is an automatic evolution of the existing Departure Clean and uses any Time Allocation or Linen Requirements as setup on the Departure Clean task.

Below are the reasons why the apartments could be uncovered and automatically placed in Hold Over Deep Clean:

a) Sundays- Sunday is a non-service day at Quest therefore there should be no Housekeepers on duty.
b) Shortage of manpower- e.g. sick leave of the employee.
c) Focusing on the other tasks that are important on the day and require more manpower.

It is important to remember that Hold Over Departure Clean function should only be used whenever necessary and should not be a common practice used every day.

No apartment should be left uncovered when the occupancy is over 90%.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	21 June 2023	Quest Academy	Emrah Tataroglu	

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