

## Franchise Operations – Standard Operating Procedure

02. RMS Housekeeping Module – Housekeeping Roster (Task Allocation)

HSK – 007

### Overview

The Housekeeping Roster utility in the Property Management System (PMS) allows the user to allocate and distribute tasks between the Housekeeping team as required. This feature will enable the franchisee to efficiently distribute the tasks within the time allocations the staff members are permitted to complete the housekeeping duties, ensuring efficient operation as well as maximised productivity of the Housekeeping team members reflected in the payroll cost.

### Standard

To ensure that all Franchise Business Partners utilise the full potential of the Property Management System and utilise the Housekeeping Roster function daily. This will ensure the Property is operating efficiently and effectively when housekeeping servicing is required.

### Procedure

The Task Allocation is generated through the Housekeeping Roster in the PMS. It is built by selecting room types and the Housekeeping tasks that are required to be completed during the shift. Rooms that are required to be cleaned on the day will appear on the report with allocated tasks and minutes that are assigned to complete the task. Once the report with room numbers and assigned tasks for that day is generated, the report is to be split between the Housekeepers rostered on the day as per their contracted shift (full time, part time, casual). Minutes are displayed under the Housekeeping User profile in the PMS.

Other important information included in the report are guest name, depart date, notes 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 completed within Best Practice including room type, bed configuration and length of stay.
- b) Any changes of the guest reservations to be registered at the time of reporting.
- 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.

The Housekeeping Supervisor/Manager is responsible for printing the reports every morning, job boards must be completed prior to the start of the shift.

## Franchise Operations – Standard Operating Procedure

02. RMS Housekeeping Module – Housekeeping Roster (Task Allocation)

HSK – 007

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

- Log into 'RMS'
- Select 'Housekeeping'
- Select 'Housekeeping Roster'
- Set the 'Cleaning Date'.

Housekeeper	Emp Type	Available (Min)	Tasks	Allocated (Min)	Pre Arrival Check	Close Interconnecting Doors	Daily Service	Daily Service (Inc Sunday)	Depart
Angela	Full Time	0	0	0	0	0	0	0	
Anissa	Full Time	0	0	0	0	0	0	0	
Brian	Full Time	0	0	0	0	0	0	0	
Hold Rooms	Full Time	0	0	0	0	0	0	0	
Kumudu	Full Time	0	0	0	0	0	0	0	
Erika	Full Time	0	0	0	0	0	0	0	
Yagaanyaarathi	Full Time	0	0	0	0	0	0	0	
Isabella	Full Time	0	0	0	0	0	0	0	
Josh	Full Time	0	0	0	0	0	0	0	
Alba	Casual	0	0	0	0	0	0	0	
Andy	Casual	0	0	0	0	0	0	0	
Estefania	Casual	0	0	0	0	0	0	0	
Sara	Casual	0	0	0	0	0	0	0	
Song	Casual	0	0	0	0	0	0	0	
	Total Tasks		84	1900	5	0	22	0	
	Total Allocated		0	0	0	0	0	0	
	Total Remaining		84	1900	5	0	22	0	

- Select 'Allocate Task' in the right corner

- Select a 'Housekeeper' from the drop-down selection at the bottom
- Select a task type in 'Tasks' drop-down selection to filter the displayed list
- Select 'Room Grouping' if required to further filter the displayed list
- From the list select the apartment numbers that you would like to allocate and press arrow '>' to move it to the box on the right
- Repeat as necessary until all apartments are allocated to all the Housekeepers working in that day
- 'Exit'

# FRANCHISE OPERATIONS MANUAL

## Franchise Operations – Standard Operating Procedure

02. RMS Housekeeping Module – Housekeeping Roster (Task Allocation)

HSK – 007

Note: Task allocations need to be distributed efficiently for optimum productivity.

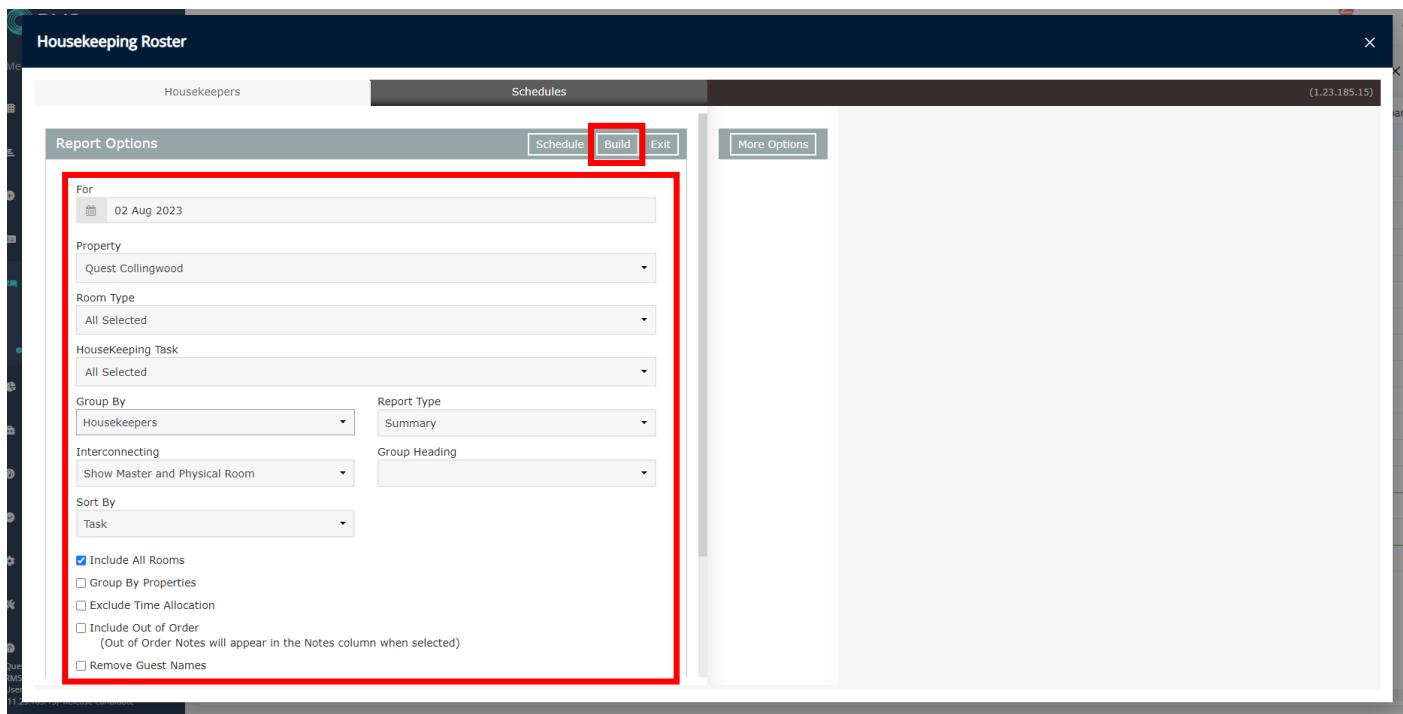
## Franchise Operations – Standard Operating Procedure

02. RMS Housekeeping Module – Housekeeping Roster (Task Allocation)

HSK – 007

To print allocated tasks, below steps are to be completed:

- Select 'Print'.
- Choose a desired 'Report Options'
- Select 'Build'
- Generated report should now appear on the screen
- Select 'Print' in the right corner



Once all tasks have been allocated and printed, they are to be distributed to the team attached to a clip board prior to commencing the housekeeping duties.

Ensure team members become familiar with the information available on the job boards e.g.: HSK notes, minutes, bedding configuration and guest names.

Note: Staff members need to understand and adhere to the housekeeping Best Practice and handling of sensitive information when carrying out housekeeping duties and when in contact with guests.

### Version Control

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