

Franchise Operations – Standard Operating Procedure

02. Housekeeping – Set a Housekeeping Task Status

HSK – 010

Overview

The Housekeeping Task Status in the Clean Screen is a feature in the Property Management System (PMS) that allows the user to set the appropriate room status to complete or incomplete. Correct use of this function will ensure that status of each apartment is correctly set in the system as per the real time cleaning progress that is assigned to the Housekeeping team member.

This feature will assist the Housekeeping Supervisor/Manager to monitor the cleaning progress of the Housekeeping operations for each room requiring a service.

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 will efficiently enhance housekeeping productivity whilst adhering to Best Practice to update the status of the apartments the system.

Procedure

The Clean Screen feature is in RMS. It is built 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 should ensure that information on Clean Screen are updated regularly throughout the day as per the cleaning delivered by Housekeepers working on the shift. Once the specific task is assigned, the status should be changed to incomplete, this demonstrates the apartment is in progress and it should be completed by the end of completion.

When the cleaning is completed, the status needs to be changed to 'Completed' to indicate that the apartment is ready for inspection. When marking the apartment as 'Completed', the name of the Housekeeper needs to be selected against the room, this will record which team member has completed the service. When the apartment is in 'Completed' status, The Housekeeping Supervisor/ Manager will need to inspect the apartment prior to passing through as clean and ready.

To set a Housekeeping Task Status, below steps are to be completed in the RMS:

- Log into RMS
- Select 'Housekeeping'
- Select 'Clean Screen'
- Select 'Room Type' that you would like to see on the screen
- Select 'Filters' that you would like to see on the screen
- Click on 'Search' next to 'Filters'
- Tick 'Arrivals Only' or 'Departures Only' if required
- Your selection should appear on the right side
- Tick the apartments number that is required to set the task status

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- Click on 'Task Status'
- Select the 'Housekeeper' from the drop-down list on the pop-up screen
- Select 'Status' from the drop-down list on the pop-up screen
- Select 'Save/Exit'

Room Type	Room	Clean Stat...	Task Status	Verified	HouseK...	Res N...	Arrive	Depart	Guest Name	Guest Stat...	Next Arrive
SK - Studio - 127	304B - 127	Dirty	Incomplete		2444027	28-Jul-2023	01-Aug-20...	Mr Kieran Baker		01-Aug-2023 02:00	
SK - Studio - 127	504B - 127	Dirty	Incomplete		2493365	31-Jul-2023	01-Aug-20...	Dixie Bailey		01-Aug-2023 02:00	
SK - Studio - 127	505B - 127	Dirty	Incomplete		2528057	31-Jul-2023	01-Aug-20...	Ms Alison Tucker		01-Aug-2023 02:00	
1K - 1 Bedroom - ...	201A - 127	Dirty	Incomplete		2423771	28-Jun-2023	01-Aug-20...	Megan Kirchner		10-Aug-2023 02:00	
1K - 1 Bedroom - ...	501A - 127	Dirty	Incomplete		2515796	23-Jul-2023	01-Aug-20...	Yuxiao Liu			
1K - 1 Bedroom - ...	603A - 127	Dirty	Incomplete		2541372	31-Jul-2023	01-Aug-20...	Travis Newman			
1K - 1 Bedroom - ...	606A - 127	Dirty	Incomplete		2557326	31-Jul-2023	01-Aug-20...	Amer Makhoul		12-Aug-2023 02:00	

Task	Priority	Housekeeper	Status	Task Started	Task Completed	Housekeeper Who Verified	Verified
Pre Arrival Check	<input type="checkbox"/>	Josh [Housekeeper]	Incomplete				<input type="checkbox"/>
Departure	<input type="checkbox"/>	Erika [Housekeeper]	Incomplete				<input type="checkbox"/>
Hold Over Dep Clean	<input type="checkbox"/>	Erika [Housekeeper]	Incomplete				<input type="checkbox"/>

This 'Task Status' change should now reflect on the 'Clean Screen'.

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Version Control

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