

NEW PROPERTY COUNTDOWN

ROLE OF EHK IN A NEW PROPERTY

- Getting acquainted with new surroundings
- Planning and organising for materials o Priority recruiting o Preparation of SOPs, key control, security
- Division of work for the new recruits
- Preparation of house break-up: Pictorial representation of location of all guestrooms as given in the layout of the hotel.
- Dividing rooms into sections for allotting GRA s and supervisor
- Preparation of staffing o Orientation and training of new staffs
- Scheduling new employees
- New staffs are paired up with old staff under buddy system

COUNTDOWN OF A NEW PROPERTY

It is the checklist for the EHK for housekeeping responsibilities to be met while inaugurating a new property

Divided into four stages

- Three months
- Two months
- One month
- One week

THREE MONTHS BEFORE THE OPENING

- ✓ Check blueprints of the HK department
- ✓ Check the layout of the laundry, linen and uniform room
- ✓ Check the layout of different types of rooms
- ✓ Appoint a horticulturist and setup plants
- ✓ Coordinate with interior designers

- ✓ Market survey on equipments , linen ,guest supplies keeping in mind the lead time
- ✓ Decide the par stock
- ✓ Calculate manpower planning
- ✓ Prepare staffing chart
- ✓ Discuss uniform requirements
- ✓ Check the key systems and procedures

TWO MONTHS BEFORE THE OPENING

- ✓ Interview and select assistants and supervisors
- ✓ Orientation and training of staff on a continuous basis
- ✓ Design office stationeries and order:
 - Supervisors report
 - Key control report
 - Forms for laundry etc
- ✓ Prepare job descriptions
- ✓ Prepare work cards/SOPs
- ✓ Check purchase orders with suppliers
- ✓ Plan positioning for the following areas:
 - Hk office, Sewing room/uniform room, Janitor room , Amenities storage
- ✓ Festive stock storage
- ✓ Lost and found

ONE MONTH BEFORE THE OPENING

- ✓ Implement procedures for guest loan, lost and found
- ✓ Payroll procedures for staff
- ✓ Implement uniform procedures
- ✓ move into the HK department and begin operating what ever possible

- ✓ Trained staff should be monitored
- ✓ Hire lower rung staff for extra cleaning
- ✓ Organise the storage of items purchased
- ✓ Trail run the laundry
- ✓ Mock practice with employee as guest

ONE WEEK BEFORE THE OPENING

- ✓ Assign the areas to the employees
- ✓ Final cleaning of rooms and public areas
- ✓ Set up briefing schedules for the staff
- ✓ Prepare special amenities for VIP guest
- ✓ Prepare policy on guest loan items
- ✓ Ensure duties and systems are clearly communicated to the employees
- ✓ Tour the property look for areas to improve
- ✓ Plan system for linen pick up and delivery
- ✓ Determine cleaning supplies:
 - Usage
 - Issue
 - Dilution
 - Reactions