

Housekeeping

The Housekeeping module maintains the status of each room in the property and provides control reports for management personnel and floor attendants.

Each room is maintained with a vacant or occupied status and is also tracked according to the housekeeping status (e.g. clean, dirty, ready to inspect). When a guest registers, the vacant status is automatically updated to occupied. When a guest checks out, the status is changed from occupied to vacant. Room statuses are checked for possible conflicts within the system.

This module allows the Housekeeping staff to:

- ◆ obtain up-to-the-minute reports for scheduling of floor staff.
- ◆ provide room inspectors with inventory check lists for each room.
- ◆ update the housekeeping status of a room, with warnings if the status will cause the room to be discrepant with the front desk.
- ◆ schedule room maintenance for any date(s) in the future, noting reason, authorization, and whether the maintenance is mandatory.
- ◆ remove rooms from the property's total inventory by placing rooms off-market.
- ◆ place entire floors or sections out-of-order or off-market for remodeling.
- ◆ produce a summary report of all rooms, by status, with an indication of the next date the room is blocked.
- ◆ specify an ending date for scheduled maintenance so the system automatically returns the room to availability and updates the status to "inspect".
- ◆ communicate room status changes from the phone in the room, for phone systems with maid status capabilities interfaced to HAL®.

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