

HOSPITALITY INDUSTRY INSIGHTS - VOL 3

THE TRUE ROLE OF HOUSEKEEPING IN HOSPITALITY



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INTRODUCTION

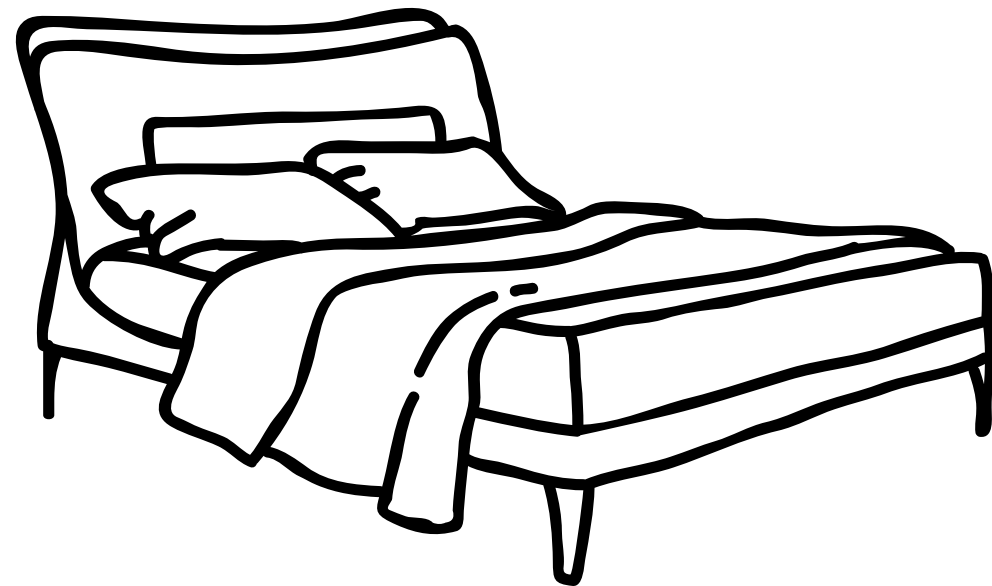
Housekeepers are often overlooked, particularly in high-scale hotels and venues. However, their role is one of the most important when guest comfort and satisfaction are considered.

Though they may only be seen as the people who are responsible for keeping rooms clean and tidying up after guests, housekeepers do so much more than this. In fact, with the right equipment, cleaning resources and infection-control knowledge, hospitality staff can elevate a hotel by preventing the potential outbreak of viral infections and bacteria. This is more important than ever off the back of the COVID pandemic.

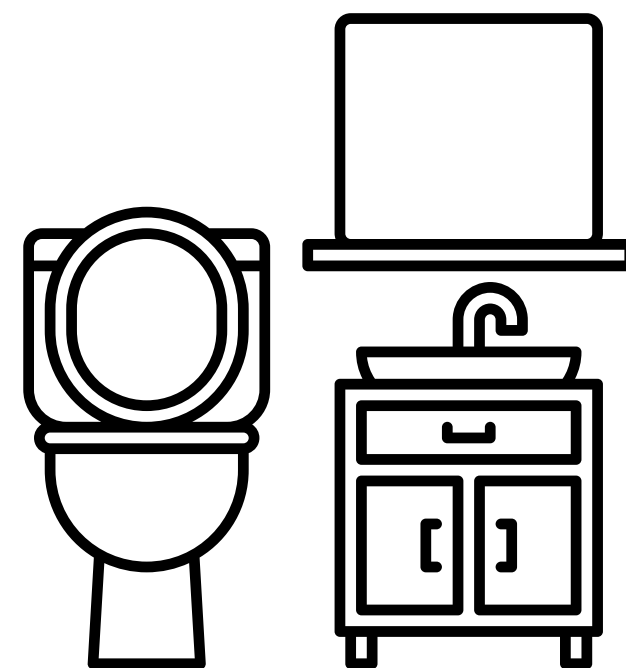


WHAT IS A HOUSEKEEPER RESPONSIBLE FOR?

The responsibilities of a housekeeper are typically determined by the venue they work at. However, there is a broad range of duties that most housekeepers will need to attend to. These include:



Replacing linen and ensuring old linen is washed



Cleaning bathroom facilities and wet areas to eradicate infection



Cleaning accidents and spills immediately to prevent injury and spreading bacteria



HOW DO HOUSEKEEPERS ELEVATE THE GUEST EXPERIENCE?

Housekeepers are one of the most important factors for ensuring that your hospitality venue has good ratings, receives positive feedback and returns repeat customers.

However, not all housekeeping staff can immediately provide value to your guests and customers. Professionalism is the key to success with housekeeping staff. So, they all must have:

- Training on how to clean effectively, using high-quality Rubbermaid cleaning resources
- A good, clean appearance. This includes being cleanly shaven, taking out specific piercings and wearing a clean uniform.
- Training on how to maintain guest security. This includes training on locking rooms and protecting guests' personal belongings.

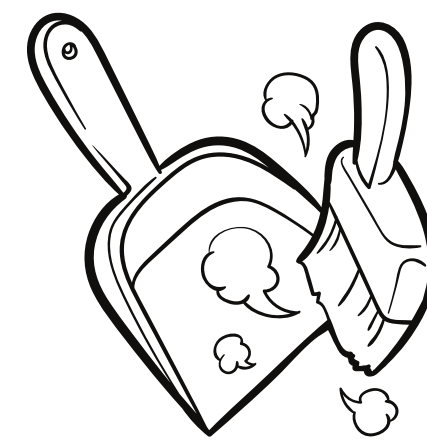
HOW CAN BUSINESS OWNERS MAKE THE ROLE OF HOUSEKEEPERS EASIER?

Sourcing the best cleaning equipment and resources on the market can help accelerate the infection-control process. But, it can also ensure no pathogens are missed during cleaning. This will prevent guests from unexpectedly falling ill while on holiday.

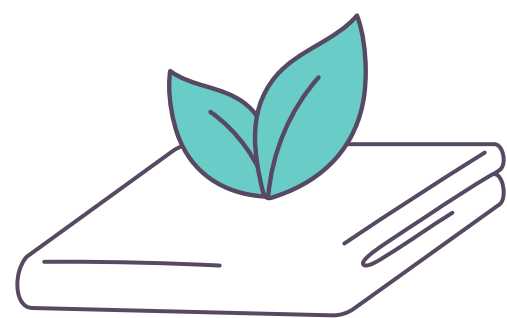
The best Rubbermaid Resources for housekeepers include:



Cleaning Carts



Mechanical Sweepers



HYGEN Microfibre Cloths & Mop Heads



BRUTE Waste Bins

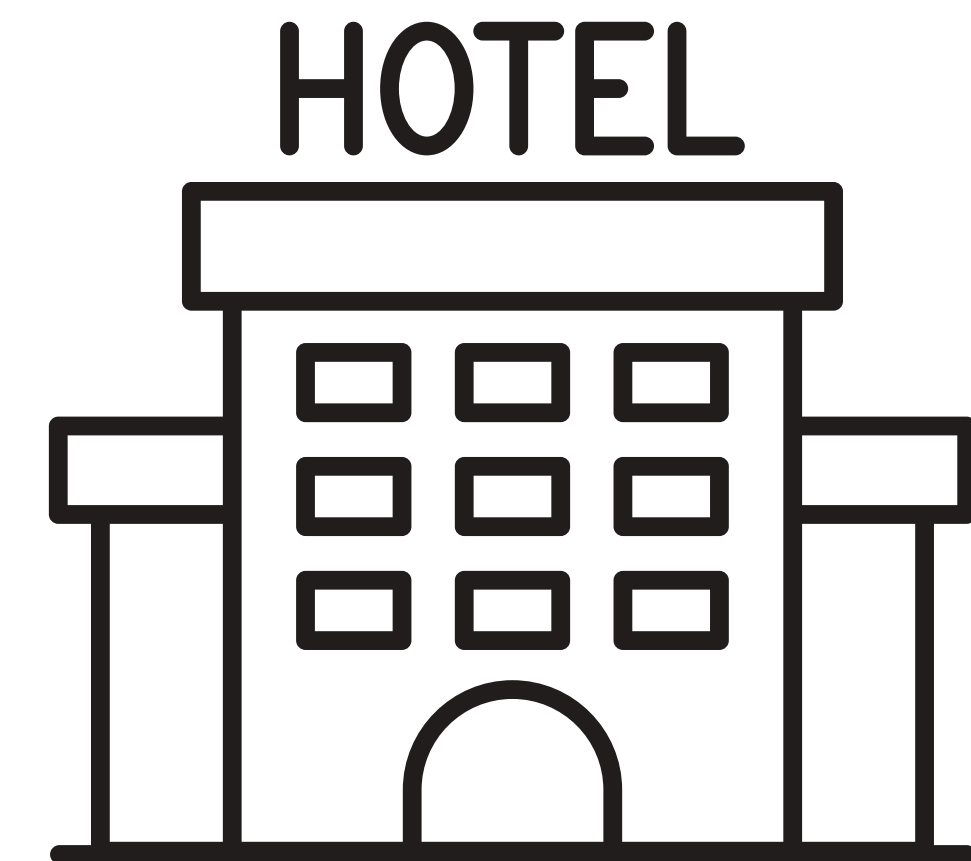


HOUSEKEEPERS DELIVER GUEST EXPERIENCES

It's important to remember that although they may not communicate with guests directly, housekeepers are directly responsible for the guest experience.

They do so by helping guests relax and feel completely comfortable in their environment. An example of this is when guests return after a long day to a clean and restocked room.

Though it is only a small change to their environment, knowing that everything is in its place and is bacteria-free contributes immensely to how guests perceive their experience. It may even make them feel more inclined to pay more the next time they visit the venue.





IMPROVE YOUR HOSPITALITY: RETRAIN YOUR WORKERS

If you are worried that the policies and procedures carried out by your hospitality staff aren't at the level they should be, retraining is essential. Rarely, poor cleaning or infection control is due to employees disliking their job. It may simply be due to corner-cutting or forgetting procedures.

Retraining these employees once every 12 months comes at a cost. However, the benefit of doing so includes a much cleaner and infection-free environment in the long run. Subconsciously, this can attract more guests and better reviews to your premises.

You can access training resources for each Rubbermaid Commercial Products cleaning tool via the online [training portal](#).



At Rubbermaid Commercial, we are passionate about enhancing the productivity and effectiveness of your housekeeping staff. Get in contact with a member of our team today to find out more



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