BHMH2119 – Housekeeping Operations
Tutorial exercise – Interrelationship

Scenario one:

You are housekeeping supervisor in a resort. You are in the process of preparing the a.m. guestroom check report, and you discover that room 2004 is occupied, although the night clerk report that you received early in the morning indicates that the room was vacant.

Adapted from: Casado, M A (2012), Housekeeping Management, Canada: John Wiley & Sons, Inc.

(a) What do you think could have happened for the discrepancy at that moment?

I think that the room will be checked in by the guests.

(b) What should you do to address the discrepancy?

Check the room first before the guest check in.

Scenario two:

It is 7:30 pm. As supervisor of the housekeeping on evening shift, you receive a computer message from the engineering department indicating that the painting job in the out-of-order room 2012 has been completed. The hotel will be at 100 percent occupancy that evening.

Adapted from: Casado, M. A. (2012), Housekeeping Management, US: John Wiley & Sons, Inc.

What steps will you take after receiving the information from engineering? Briefly explain the reasons for your decision.

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I would carefully examine the room for any remaining traces of paint, dust, or other potential issues that might affect the guest's experience.

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