



**HOTEL
MANAGEMENT**

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Housekeeping + Maintenance



SPECIAL E-BOOK EDITION

Top tips for keeping house at hotels

JENA TESSE FOX
JFOX@QUESTEX.COM

We reached out to hospitality insiders to get their advice on the most important things housekeeping and maintenance teams need to know to keep hotels clean and operational. Here are some of their tips.

TAKE ADVANTAGE OF TECHNOLOGY

Remington Hospitality implemented the mobile-based PerfectRoom scheduling system for its housekeepers that tracks employee locations (for improved safety) and improves

efficiency by determining the most streamlined routes for cleaning, according to COO Jason Reader. By using an internally facing application, he said, housekeeping managers can fine-tune cleaning schedules and streamline routes for their staff. The platform also provides insights into room readiness, size specifications and service requirements. “By eliminating unnecessary travel time, particularly in navigating elevators, this platform significantly bolsters efficiency for housekeepers,” he said.

Charlotte De la Plaine, AVP of



resort operations for Marriott Vacations Worldwide, said her team uses a platform that supports both maintenance and housekeeping teams.

“It helps our properties stay on top of preventative maintenance schedules that include both deep cleaning and quick checks each quarter,” she said. “We also use it after rooms and public spaces are cleaned to inspect the cleanliness and identify if any checkpoints were

missed.”

The Kimpton Marlowe Hotel in Cambridge, Mass., is set to implement Amadeus’ HotSos housekeeping technology. Hotel Manager Tara Rothberg said that beyond managing workflow, the platform will help her team inspect guestrooms, take pictures, receive escalations and provide detailed reporting to optimize operations, reduce cost and mitigate risk.



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Jess Hayden, VP of operational excellence at McKibbon Hospitality, said the company has “enhanced” its existing property-management system with a hospitality operations solution that streamlines operations and communicates across departments. “We’ve added tablets for our maintenance staff at every hotel so they can communicate through the software and work in real time with their leadership, operations and housekeeping teams,” she said. “This helps hold all parties accountable for maintaining and increasing guest satisfaction along the way.”

UNDERSTAND THE PRODUCTS

“Knowing the material type

and thread count of the linens [hoteliers] are specifying can help inform the laundering process to provide the best results,” said Heidi Lubertex, president and owner of Lubertex. “When hotels take the time and care about the longevity of their products, and properly educate themselves and their staff on how to wash and dry them, the linens will ultimately survive longer.”

MAINTAIN COMMUNICATION

Having “excellent” communication with the launderer is key, Lubertex added. “Hotel bedding and linens should not be washed the same way you’d wash your clothes at home. Hotel laundry services can adjust the chemicals,

temperature and speed at which the linens are washed based on their material structure and size.” This, she added, will help preserve the linens’ original softness.

TAKE TIME TO TRAIN

Marriott Vacations Worldwide holds a three-day, in-person certified training class that all of its housekeeping leaders are required to complete. The training covers how to most effectively clean every aspect of the property. “Topics range from understanding chemical compositions, materials and surfaces to the best cleaning technology and mechanics used in public spaces and villas,” De la Plaine said.

KEEP AN EYE ON ROBOTS

Robotics are poised to “revolutionize” hotel operations in the near future, Reader said. “As hotels grapple with workforce shortages, robotics can emerge as a viable solution for tasks such as ... aiding housekeeping duties.”

DON'T OVERDO IT

“High-quality products ... are more durable and will last longer if maintained correctly,” Lubertex said. To that end, when cleaning linens, Lubertex advises against using high temperatures or an “excessive” amount of cleaning chemicals. “Overdoing it can ruin the naturalness of the fabric and diminish the quality faster.” **HM**

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