

## Chapter 10 Outline

Communicating Room Status  
Housekeeping and Maintenance  
    Communicating Maintenance Work  
    Types of Maintenance  
Identifying Housekeeping's Responsibilities  
Planning the Work of the Housekeeping  
    Department  
    Area Inventory Lists  
    Frequency Schedules  
    Performance Standards  
    Productivity Standards  
    Equipment and Supply Inventory  
    Levels  
Supervisor Dilemma  
Summary

## Competencies

1. Describe the role of the housekeeping department in communicating room status. (pp. 365–367)
2. Explain the relationship between the housekeeping and maintenance departments and identify typical cleaning responsibilities of the housekeeping department. (pp. 368–374)
3. Explain how executive housekeepers use such tools as area inventory lists, frequency schedules, performance standards, and productivity standards to plan the work of the housekeeping department. (pp. 374–378)
4. Distinguish between recycled and non-recycled inventories. (pp. 378–379)
5. Summarize the issues involved in a dilemma many hotels face: whether to cut back or eliminate housekeeping supervisors. (pp. 379–382)