

Chapter 3 Outline

Identifying Housekeeping's Responsibilities
Planning the Work of the Housekeeping
Department
Area Inventory Lists
Frequency Schedules
Performance Standards
Productivity Standards
Inventory Levels
Organizing the Housekeeping Department
The Department Organization Chart
Task Lists and Job Descriptions
Other Management Functions of the
Executive Housekeeper
Coordinating and Staffing
Directing and Controlling
Evaluating
Supervisor Dilemma

Competencies

1. Identify typical cleaning responsibilities of the housekeeping department. (pp. 67–71)
2. Describe the tools the housekeeping department uses to plan its work. (pp. 71–83)
3. Explain the executive housekeeper's role in organizing the housekeeping department. (pp. 83–89)
4. Identify basic management functions of the executive housekeeper. (pp. 89–101)