

Internship Report on
Housekeeping Operations of The Sanya Edition (China)

Title

Housekeeping Operations at The Sanya Edition (china)

Presented By

Thalhadin Abir

Student ID: 201-43-135

Submitted To

Siddiqur Rahman

Assistant Professor & Head

Department of Tourism & Hospitality Management

Daffodil International University

Date of Submission: December 18, 2024

Letter of Transmittal

Siddiqur Rahman

Assistant Professor & Head

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on Housekeeping Operations at The Sanya Edition.

Dear Sir,

I am pleased to submit my “Housekeeping Operations of the Sanya Edition” internship report. Which I have completed as part of my internship at The Sanya Edition. This report delivers a detailed analysis of the various functions besides operations of the Housekeeping Department, based on my practical learning experience during the internship period. This report explores the daily operations, challenges, and sustainability efforts within the housekeeping department. I have completed every effort to ensure that the report reflects my learning and the valuable insights gained from working with the dedicated team at The Sanya Edition. I would like to warmly thank you and the entire housekeeping team for your guidance and support throughout my internship. Your mentorship was invaluable and significantly contributed to my skilled development. myself look forward to your valuable feedback on the report.

Yours sincerely,



.....

Thalhadin Abir

ID:201-43-135

Department of Tourism and Hospitality Management

Daffodil international university

Certificate of Approval

This is to confirm that the internship report titled “**Housekeeping Operations of the Sanya Edition**” submitted by **Thalhadin Abir** is approved in part contentment of the wants for the internship program, and has been completed under my supervision and guidance.

The internship report has been examined and is hereby approved for its originality, quality, and depth of analysis, providing valuable insights into the housekeeping operations of **The Sanya Edition**.

This report reflects the intern's active participation in and understanding of the daily operations, challenges, and key processes of the Housekeeping Department, and it meets the expectations of the internship program in both academic rigor and practical application.

We hereby approve this report and acknowledge that **Thalhadin Abir** has completed the internship successfully.

I wish him continued success and prosperity.

Approved by:



.....
Siddiquir Rahman

Assistant Professor & Head

Department of Tourism & Hospitality Management

Daffodil International University

Executive Summary

This internship report offerings the training, “Housekeeping Operations at The Sanya Edition.” This report covers the activities of the housekeeping department in the luxury hotel with even clearer evidence of the daily activities in the department and its operational efficiency concerning the provision of superior guest experience.

During the course of the internship, the major areas of housekeeping operations studied were related to room cleaning procedures, staff coordination, and task assignment in the department. The functions supervised within the internship included room setup, inventory management, and cleaning with environmentally sustainable products. Joint cooperation with other departments was a major part of the operations to ensure smooth coordination in a reasonable extent that further emphasizing how teamwork and communication played a role in dynamic hospitality.

The internship training included standard safety practices, resource efficiency, and seamless housekeeping operation. Challenges such as dealing with peak occupancies and handling guest complaints presented priceless avenues for learning and developing problem-solving skills and adaptability.

In brief, the report captures the essence of housekeeping in the success of the institution called hotel. Immaculate cleanliness and extraordinary service standard keep the guest bound to the hotel, apart from becoming their internal direct input into guest satisfaction as operational excellence and overall reputation of the hotel. The success of housekeeping is all about systematic processes, quality workforce, and effective communication between departments so as to meet and even exceed guest expectations holding on a consistent basis.

Overall, this internship at The Sanya Edition was an experience that was directly related to the functioning of high-end hotels and reiterated the essence of focused detail, time management, and everything personalized attention at this level.

Table of Contents

Letter of Transmittal.....	iii
Certificate of Approval.....	iv
Executive Summary	v
CHAPTER 01	3
Introduction: Housekeeping Operation	3
1.1 Origin of the Report	3
1.2 Background	4
1.3 Objectives.....	4
1.4 Methodology	5
1.5 Limitations	5
Chapter 02	6
Organizational Part.....	6
2.1.1 History of The Sanya Edition, Sanya, Hainan, China.....	6
2.1.2 Vision, Mission	6
2.1.3 Organizational Structure and Departments	7
CHAPTER 03	11
DAILY HOUSEKEEPING OPERATIONS	11
Housekeeping Cleaning Equipment and Agents:.....	11
1.1 INTRODUCTION:	11
1.2 TYPES OF HOUSEWORK EQUIPMENT:.....	11
Types of Hotel Guest Rooms	16
2.1 INTRODUCTION:	16
CHAPTER 04	21
Analysis Part	21
Guest Room Cleaning Procedure:	21
4.4 Full-Service Procedure:.....	23
4.5 Turndown service procedure:	28
4.6 GSA/ Runner Service.....	32
CHAPTER 05	35
MAJOR FINDINGS	35

CHAPTER 06	39
Conclusion	39
REFERENCE.....	40

CHAPTER 01

Introduction: Housekeeping Operation

This internship report focuses on the operations of the **Housekeeping Department at The Sanya Edition**, specifically analyzing its role in maintaining the luxurious hotel's high standards of cleanliness, aesthetics, and overall guest satisfaction. The housekeeping team plays an integral part in delivering the luxurious hotel's promise of luxury and comfort through efficient operations and personalized services. The report will explore various aspects of housekeeping operations, including daily tasks, team structure, and challenges faced by the department. It will also highlight key learning experiences from the internship, offering insights into the complex and dynamic nature of housekeeping in a world-class luxury hotel. The training aims to provide a complete understanding of how The Sanya Edition achieves its exceptional housekeeping standards and contributes to the overall guest experience. The Sanya Edition, located on the tropical island of Hainan, China, is a luxurious hotel that exemplifies sophistication, modern design, and top-tier hospitality. A part of the prestigious Edition Hotels brand, The Sanya Edition is known for its unique blend of minimalism, attention to detail, and immersive guest experiences. Since its inception, the luxurious hotel has gained a reputation for providing unparalleled service in a pristine natural setting, catering to discerning travelers from around the world.

1.1 Origin of the Report

This report entitled “**Housekeeping Operation of The Sanya Edition**”: A Case Study on The Sanya Edition” is ready as a partial fulfillment of my position requirement for the Bachelor of Tourism and Hospitality Management degree. My on-the-job training took place in the five-star hotel - The Sanya Edition, owned by Marriott International, in which I was actually visible to the Housekeeping department. The following report is based on

my explanations and practical experience concerning how consumer cleanliness are managed in the hotel's Housekeeping sector. The focus is on finding out what the best practices are in handling customer complaints regarding service quality and the attainment of increased guest satisfaction. My internship allowed me to improvement insight and data in serving me with the seminal of this report.

1.2 Background

This study focuses on the housekeeping operations at The Sanya Edition, a vital aspect of the business that ensures both guest satisfaction and overall organizational presentation. The cleanliness and maintenance of guest rooms play a significant role in shaping the guest experience, as they directly affect factors like room quality, comfort, and the control of environmental elements, such as temperature. This study offers a complete analysis of how the housekeeping department is managed, examining key factors such as staff oversight, cleaning protocols, and control procedures (Baker & Manini, 2016). By exploring these areas, the report provides valuable insights into how housekeeping teams can keep high standards of service despite challenges and offers recommendations for improving operations based on the practical experiences increased throughout the internship.

1.3 Objectives

The determination of this report is to outline the best performs followed by The Sanya Edition in the Housekeeping department. Exact objectives of the report:

1. To explain the room cleaning producer (Full Service) of the Sanya Edition (China)
2. To analyze the operational processes of Turndown service and Guest service or runner service in the Housekeeping Department of the Sanya Edition (China)
3. To identify the problem related to the Housekeeping Department of the Sanya Edition (China)
4. To develop recommendations based on problems of the sanya Edition (China).

1.4 Methodology

This study on Housekeeping Operations at The sanya edition in China is **qualitative** and **descriptive** in nature. The drive of this study is to describe and analyze the housekeeping operations within the hotel, evaluate their efficiency, the quality of cleanliness and guest service, and the impact of housekeeping operations on guest satisfaction and overall business performance. The study also aims to identify challenges faced by housekeeping staff and suggest areas for improvement. In particular, the following methodology was used:

- Observe the day-to-day activities of the housekeeping service with a special emphasis
- Interviews: Casual, open-ended discussions with all staff including the managers and supervisors on how they handle cleanliness and guest satisfactions.
- Review Analysis: There are many ways to give feedback and reviews in Sanya Edition Hotel, like Guest Voice, Damping app, and C-trip. In this app, some guests observe and write their feelings about the hotel.

1.5 Limitations

During the pursuit of this research, certain limitations were met. First, a language problem, as everybody here speaks Chinese, so it is hard to manage some data for reporting. The scope of research was incomplete to the housekeeping department. Thirdly, since the internship was limited in time, it couldn't be talented to cover all the broad areas and detect a wide range of complaints and resolutions. Some of these data, like the fiscal impact and customer retention rates, were not available due to confidentiality policies, which might have augmented the analysis even further. There is also an overload in terms of work; hence, the need for management in terms of time. Besides the work, it isn't likely to analyze data without going off duty. With all these limitations, the report does try to offer some inputs on best does in the management of customer complaints in the housekeeping service area of a luxury hotel.

Chapter 02

Organizational Part

2.1.1 History of The Sanya Edition, Sanya, Hainan, China

The Sanya Edition, part of the renowned Edition Hotels brand, is a luxury retreat situated on the stunning Hainan Island in China. Since its opening in 2016, this sophisticated hotel has earned a reputation as a premier destination for discerning travelers seeking a harmonious blend of contemporary elegance and natural splendor.

Designed with sleek architecture, lush landscapes, and meticulous attention to detail, The Sanya Edition offers an array of exclusive accommodations, including private villas and suites that create a serene and indulgent escape. Renowned for its world-class hospitality, the hotel excels in delivering exceptional guest experiences with a personalized touch.

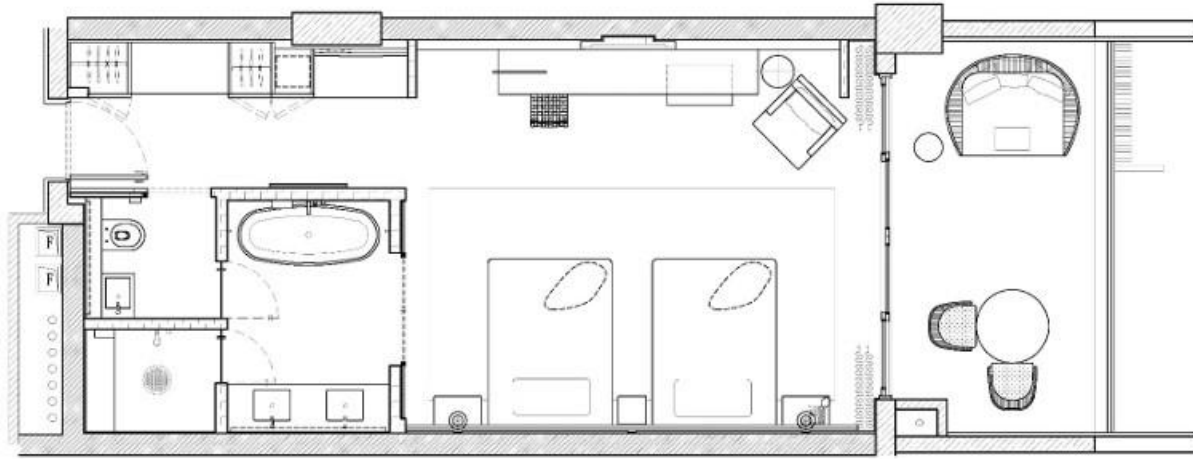
Guests can enjoy a variety of amenities, including multiple fine-dining restaurants, vibrant bars, recreational facilities, and a comprehensive wellness center. Catering to a global clientele, The Sanya Edition continues to redefine luxury, seamlessly merging sophistication with relaxation in one of China's most captivating destinations.

2.1.2 Vision, Mission

Vision: The idea of The Sanya Edition is to be the top excellent for luxury accommodations and experiences in Sanya, offering guests a musical blend of natural beauty, cultural fertility, and world-class service. The hotel imagines itself as a leader in sustainable tourism practices, contributing to the native community while upholding the highest standards of hospitality.

Mission: The Sanya Edition's job is to provide supreme service to guests by exceeding their expectations through a mixture of luxury amenities, personalized experiences, and a deep understanding of cultural nuances. The hotel aims to create lasting recalls for its guests by offering excellent service in a serene and luxurious environment.

2.1.3 Organizational Structure and Departments



Double-OVD/OFD/POD/DLD

FLOOR PLAN

The Sanya Edition: Redefining Luxury Accommodation

The Sanya Edition, a jewel in the global portfolio of Edition Hotels, is nestled on the pristine Hainan Island in China. Since opening its doors in 2016, this premier destination has captivated travelers with its seamless blend of contemporary design and natural beauty, offering an unmatched standard of elegance and comfort.

Exquisite Accommodations for Every Guest

The Sanya Edition boasts a meticulously curated selection of accommodations, tailored to meet the diverse preferences of its guests. With a total of 501 rooms, including 45 luxurious suites, and 12 private villas, the hotel ensures that every visitor experiences unparalleled comfort and exclusivity, whether for leisure, family vacations, or extended stays.

Room Options

1. Garden View King

Seamless for solo explorers or couples, this spacious room features a plush king-sized bed and serene views of the hotel's beautifully landscaped gardens. With contemporary furnishings, premium amenities, and an ambiance designed for relaxation, the Garden View King provides a tranquil retreat immersed in nature.

2. Garden View Double

Ideal for families or small groups, this room offers two double beds and overlooks the manicured gardens. Combining ample space with current services such as high-speed internet, flat-screen TVs, and luxury toiletries, the Garden View Double ensures a restful stay for all guests.

3. Ocean View King

Designed for those seeking stunning vistas, this room offers breathtaking views of the South China Sea. Featuring floor-to-ceiling windows, a king-sized bed, and sleek, modern décor, the Ocean View King is a haven for couples and honeymooners in search of a romantic escape.

4. Ocean View Double

Catering to families and groups, this room includes two double beds and spectacular sea views. With an expansive layout and premium furnishings, guests can enjoy the serene sound of the waves and the beauty of sunset from the comfort of their room.

5. Premium Ocean View Room

This elevated option offers enhanced amenities, such as an upgraded minibar and premium bath products. With expansive ocean views and personalized service, this room is a top choice for travelers seeking the height of indulgence.

6. Ocean Front Room

Located closest to the shoreline, these rooms provide unobstructed views of the sea.

Designed with premium furnishings and a calming aesthetic, they offer a peaceful retreat for guests desiring a deeper connection with nature.

7. Loft Studio

A spacious and modern choice, the Loft Studio features an open layout with high ceilings and contemporary furnishings. Perfect for long-term stays or guests requiring additional space, this studio includes a king-sized bed, a seating area, and state-of-the-art amenities, making it ideal for leisure or business travelers.

8. Exclusive Villas

The hotel also features 2 private villas, each designed to provide the ultimate in luxury and seclusion. Equipped with private pools, extensive outdoor spaces, and personalized services, these villas are perfect for families, groups, or high-profile guests seeking an extraordinary stay.

9. Commitment to Excellence in Guest Services

The Sanya Edition is devoted to contribution modified services custom-made to meet the single needs of every guest. VIP guests enjoy exclusive perks, such as accelerated check-ins and curated amenities, while long-stay guests receive enhanced care to ensure their comfort throughout their visit.

10. Efficient Housekeeping Team

The housekeeping department functions under a well-structured hierarchy to ensure efficiency and exceptional cleanliness. Led by the Executive Housekeeper, the team comprises assistant housekeepers, room attendants, laundry staff, and public area attendants, each trained to uphold the hotel's high standards.

11. Ongoing Training and Standards

All staff feel rigorous training programs cover cleaning protocols, tackle usage, and safety procedures. Regular refresher courses keep the side updated on the latest techniques and standards, ensuring an impeccable guest knowledge at all times.

12. Sustainability Initiatives

The Sanya Edition integrates eco-conscious practices into its housekeeping operations. The habit of ecologically friendly cleaning goods, energy-efficient tackle, and water-saving measures reflects the hotel's commitment to sustainability. Recycling programs and waste management systems further minimize the environmental footprint, resonating with eco-conscious travelers.

13. Setting the Standard for Luxury and Care

The Sanya Edition continues to set standards in luxury hospitality, blending contemporary sophistication with modified service. Its commitment to sustainability, guest satisfaction, and brilliance ensures an unforgettable stay for every traveler, whether staying for relaxation, celebration, or exploration.

CHAPTER 03

DAILY HOUSEKEEPING OPERATIONS

Housekeeping Cleaning Equipment and Agents:

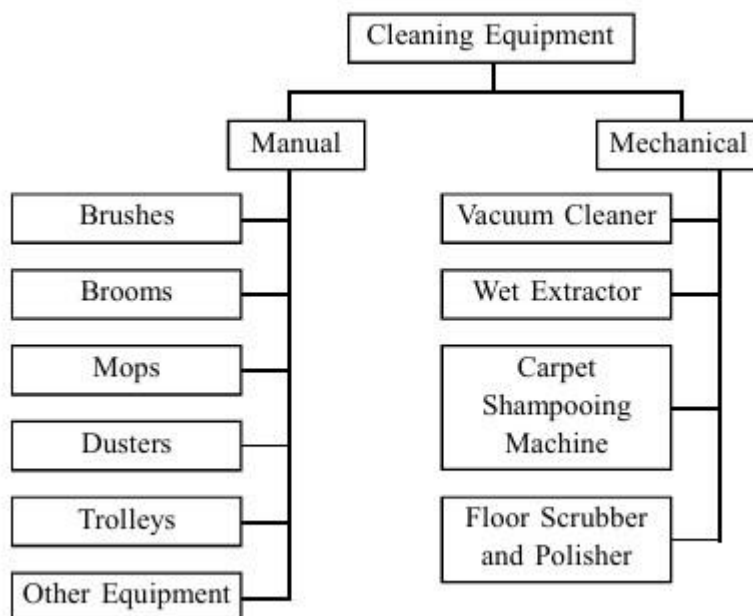
1.1 INTRODUCTION:

The housekeeping department in hotels has superior cleaning and maintenance, possible due to the high caliber cleaning equipment and skilled cleaning workers. Housekeeping staff is supposed to be of knowledgeable and trained type. Proper use of equipment or correct usage of cleaning chemical-by-chemical is something staff should know. Thus it is the duty of an Executive Housekeeper to identify good equipment that enhances worker ability and to train them on maintaining the variation in surfaces. Hotels should train employees to handle equipment to enhance their understanding of the cleaning process and its maintenance. First, the type of surface should be evaluated by the staff, and then the suitable cleaning procedure for that surface should be decided

1.2 TYPES OF HOUSEWORK EQUIPMENT:

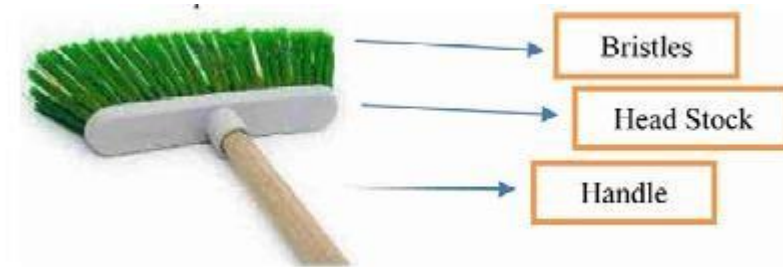
Equipment can be of two categories:

- Physical Equipment
- Motorized Equipment



Physical Equipment:

Brushes: It is used to eliminate dry or wet dust from all kinds of exteriors. It consists of different parts:



The three major types of brushes used in housekeeping include hard brushes, soft brushes, and cleaning brushes, all designed for a specific purpose. Hard brushes contain stiff and widely set bristles that are very effective in removing heavy soiling from tough surfaces. Soft brushes contain flexible and closely set bristles that are used for removing loose dirt. Cleaning brushes are designed for hard surfaces with short and coarse bristles to remove tough stains. Long-handled brushes, sometimes called T-brushes, are available for scrubbing and cleaning large areas. They should be taken good care of to maintain their operating life.

This kind of brush is cleaned by tapping it on a hard surface to dislodge the loose dust and then washing it with warm water or mildly soapy water. Rinse well and shake to remove excess water, allow air-drying with the head hung down. Never permit your brushes to rest on their bristles, the tendency will be for bristle flare or moisture accumulation in the heel which will finally destroy the bristles. Hang the brushes, with their bristles pointing down



Fig. 1 : Soft Brush



Fig. 2 : Hard Brush

Mops: There are two types of mops used for cleaning: one designed for dry surfaces and another for wet surfaces. Mops used on dry surfaces are designed to pick up dirt and debris from ceilings, walls, and floors without releasing dust. These mops normally have heads made of materials such as polyester, cotton, acrylic, or nylon stretched over a removable metal frame for easy cleaning. Wet mops, which are made of cotton, sponge, or other absorbent fibers, require work with buckets and water to clean surfaces properly. The wet mop should be frequently rinsed in warm water to keep it clean for better cleaning results.



Fig 3: Wet Mop



Fig 4: Dry Mop on Wooden Surface

Other Equipment: The housekeeping department uses various tools to boost productivity. The hand caddy is a portable plastic or cane box with separate compartments and a handle. The room attendants use the caddies to carry cleaning supplies and minor manual equipment when cleaning the guestrooms. To ensure speed, the caddies must be refilled every shift.

Spray bottles are used for spray cleaning jobs. These are portable containers fitted with a fine spray nozzle, hence suitable for applying cleaning solutions over surfaces evenly.

Dustpans: These come in different sizes, and their use is mainly for the collection of dust and debris. Several models have a long handle attachment that allows attendants to pick up trash without bending over, hence giving comfort and reducing strain. Dustpans should be stored horizontally or hung on hooks when not in use to keep them accessible and in good condition.



Fig 5: Hand Caddy



Fig 6: Spray Bottle



Fig 7: Dustpan

1.2.1 Electrical Equipment:

Electrical equipment is generally powered by electricity and its operation has to be known by the staff properly. Improper operation would lead to ineffective cleaning or even fatal safety hazards.

Vacuum Cleaners

These are designed to suck dust and loose particles from both hard and soft surfaces using suction. Some models come with brushes that facilitate the collection of dust. The dust is collected in an external bag on most upright models or internally in the container of cylindrical or canister models. On the cylindrical and canister types, the suction hose must be attached at all times when the machine is in use.

Canister vacuums are better suited than upright models because their adjustable heads make them well suited to large carpeted areas. They usually have filters or diffusers that help eliminate noise. Portable suction cleaners, of which handheld dustettes are typical, are

lightweight in design for upholstering, cleaning carpet edges and other out-of-the-way areas. A few models can be strapped over a worker's back for great mobility.

Larger canister-type vacuum cleaners, sometimes known as wet/dry vacuums, can be fitted out to pick up both dust and liquids, and thus are amenable to a wide array of cleaning jobs



Fig 8: Vacuum cleaner

1.2.3 Toilet Cleaner: They can be liquid, powdered, or crystalline, and their ability to clean and maintain the W.C. pan's hygienic conditions depends on how much acid they contain. Once more, it can be either liquid or powder. A soluble acidic powder, chlorine bleach, finely ground abrasive to aid with brushing, and a bubble-forming agent to help disperse the active component throughout the water are the ingredients of powdered toilet cleaners. It is important to use liquid toilet cleaning carefully because it may contain a diluted solution of hydrochloric acid. If the liquid spills, the concentration could harm the pan's surface, the surrounding regions, and the person using it. These toilet cleaners are all made specifically to clean and disinfect urinals and restrooms.

1.2.4 Window Cleaner: To enhance the polishing action of the cleanser, a tiny amount of surfactant and potentially an alkali are added to a water-miscible solvent. Fine abrasives are also present in some. A cleaning rag is used to apply the cleaner, and a fresh, gentle cloth is used to rub it off. Although it requires more rubbing, water or water with methylated spirit or vinegar added works wonderfully and much more affordably.

Types of Hotel Guest Rooms

2.1 INTRODUCTION:

One of a hotel's best-selling items, the guestroom contributes a sizable portion of room sales revenue. Revenue is earned for the day when a room is sold, and it can be prepared for sale to another guest the following day. Because rooms that aren't sold for a day lose money, they are therefore regarded as extremely perishable goods. A guest may stay at a hotel for a variety of reasons, but they always anticipate a certain level of comfort and service.



Fig 1: Single Bed Room

Duvet should be neatly tucked in the front and neatly smooth and "out"/untucked on the sides. The corners should look like the photo.

The bed scarf should be symmetrical and hang equidistant off both sides of the bed.

A notepad and pencil are aligned to the bottom edge of the phone.



Fig 2: Double Bed Room

Double-Double Room: A room with two double beds generally meant for four people.



Fig 3: Bathroom

Guestrooms should have 4 bath towels, 4 hand towels, and 4 wash clothes neatly folded like the photo above.

The trash bin should be on the side furthest from the towel

1 roll of extra toilet paper (unwrapped) behind the tissue box

1 box of tissues with the tissues neatly folded in front of the toilet paper glasses

on paper coasters on the right side of the tissue box

Hair dryers should be in a bag in the drawer



The toilet cover should always be closed.

Waste bin with a closed lid to be placed on the side of the toilet roll.

Toilet paper should be folded as shown.

The sanitary bag is placed on the ledge behind the toilet (centered on the toilet).



Fig 4: Minibar

The tea box and tea set should be centered on the mirror per photo.

Non-refrigerated items should go in the bottom drawer. Ensure items are neatly arranged like photos with labels facing out.

Note the arrangement and placement of glasses.

The item may vary based on availability but should match with the menu.

Note the placement of the minibar menu behind water bottles.



Fig 5: Balcony

Balcony to be kept clean and tidy

CHAPTER 04

Analysis Part

Guest Room Cleaning Procedure:

First, we arrive at the hotel. Then, our manager informs us in the WeChat group which room our meeting will be held in. Once the Room number is shared, we all proceed to the meeting room. After everyone has arrived, the manager takes attendance and provides a briefing for the day ahead.

1. Summary of Staff Meeting

Briefing by the Manager

- 1.1 **Expectations of the Day:** List any other tasks that need to be completed, such as the number of rooms to be cleaned and how well they should be cleaned, or give priority to certain places, such as the VIP suites.
- 1.2 **Guest Complaints:** Include the salient problems presented by the guests from the previous day on their respective guest complaints. For example, ‘Several guests reported that they were made to wait for room service’ or ‘Had to provide feedback on the absence of some bathroom materials.’
- 1.3 **Vision/Mission:** Acknowledge any of the motivational messages or reminders that the manager addressed to the workers in respect of the hotel standards like, ‘Providing customized luxury experiences’ or ‘Meeting guests expectation by offering excellent service.’

2. Activities on the Assigned Floor

2.1 Tasks Completed:

For example, elaborated work as such:

- 10 guest rooms were cleaned and refreshed with furniture polishing and linen changing done in the process.”
- Ensured that all relevant items were checked on minibars and ordered for all the rooms allocated to me.
- Performed turndown for preparation in the evening.

2.2 Guest Interaction:

Detail all the contacts that were important. For example:

A guest in Room 208 stated that he had a problem with his luggage, so I attended to them.

A guest in Room 312 who made a request for extra pillows was happy with their fast delivery service.

Guest Interaction: Describe assignments that have earned commendable comments. For example: ‘Am pleased to inform you that during this month I have helped and attended to two hundred and fifty-five guests.

2.3 Maintenance Requests:

Narrate any observed problems with equipment or facilities, for example, "Observed a leaky faucet in Room 504 and reported to maintenance.

2.4 Challenges Faced

Specify some difficulties such as late supply deliveries, not allocated sufficient time to perform tasks, or communication gap between departments.

3. Observations and Suggestions

3.1 Observations:

Mention anything important as "today's increased traffic in the floor as a result of a very large event at the hotel.

3.2 Suggestions:

Advise improvements like "adding a quick restocking station on every floor may decrease supply retrieval delays.

4. Final Reflections

- Conclude your shift with any parting observations, like:

4.1 In general, a productive shift. Somewhat harried by room readiness; however, the team was able to complete the task on time.

4.2 A VIP guest may have said that their suite was the cleanest they had seen anywhere.

4.4 Full-Service Procedure:

It is necessary for a housekeeping room attendant to stick to some sort of system for every guestroom to emerge absolutely clean. Systematic planning ensures thorough cleaning of every corner, saves time, and prevents housekeeping staff from missing some cleaning jobs.

4.4.1 Preparation to Clean:

Setting up the tools, cleaning materials, linens, and amenities required for cleaning and preparing the guestrooms is the first stage of the planning process. The housekeeping trolley is a massive toolbox filled with everything you need to execute your job well. The secret to efficiency is a wellstocked and ordered cart, which also helps the room attendant avoid making frequent excursions to the linen room or floor pantry. Fresh linen and guestroom supplies are placed inside the trolleys, and on either side are bags of soiled linen and trash. When cleaning a room, the room attendants carry the hand caddy with all of the cleaning supplies for the restroom and guestroom.

4.4.2 Room Assignment:

The employees are prepared to start working after the work tools have been assembled and set up. Prioritizing tasks based on the condition of the room is necessary before cleaning the guestroom

starts. The room status report, which is a two-way exchange between the front desk and cleaning departments, gives information on the occupancy or condition of the property's room every day. Although there are various types of room status, the following order will be used to decide the cleaning schedule for the room attendant:

Checkout: It is a room wherein the guest has checked out already.

Stay-over: A room in which the guest is expected to stay overnight.

Due out: A room reserved for a guest to check out later in the day.

4.4.3 Entering the Guestroom:

Based on the person's area allocation, the room attendant is already aware of the state of the rooms that have been assigned. Following the status report, the housekeeping staff either rings the bell to clearly identify the department or knocks on the door hard with a knuckle before approaching the guest room. After ten seconds, knock again and make another announcement if no one answers. Use the section master key to open the door if no one answers. Push the door once again, then knock and say "Housekeeping" inside the room. Open the door and leave it open until the cleaning cycle is finished if there is still no response and the room attendant is reasonably certain that no one is in the room.

4.4.4 Room Cleaning Procedure:

1. Prepare the Room:

- Open the curtains and inspect the cords and hooks for any damage.
- Open the windows to air out the room while cleaning.

2. Inspect and Adjust:

- Check the air conditioning or heater and set it to the standard temperature.
- Assess the overall condition of the room and take note of any damages or missing items.

- Report any maintenance issues for further action.

3. Remove Used Items:

- Replace or clean dirty ashtrays and glasses.
- Remove any service trays left in the room.
- Empty the trash and replace the wastebasket liner.

4. Prepare for Stay-Over or New Guests:

- For stay-over or arrival rooms, place newspapers and magazines as per the hotel's standard.
- Strip the bed of soiled linen and prepare it for re-making.

5. Clean Systematically:

- Follow a systematic cleaning method, moving either clockwise or counterclockwise around the room.
- Damp dust all surfaces in one direction to ensure thoroughness.

6. Floor and Walls:

- Vacuum the carpet and baseboards.
- Spot-clean the walls if necessary.

7. Restock Supplies:

- Replenish all bedroom amenities and supplies according to hotel standards.

8. Finish:

- - Make the bed following the standard operating procedure.
- - Ensure the room is clean, tidy, and ready for guest use.

4.4.5 Bathroom Cleaning Procedure:

1. Prepare and Apply Cleaners:

- Apply toilet cleaner to the bowl and let it sit for a few minutes.

2. Clean and Disinfect:

- Damp dust all toilet fittings.
- Disinfect the wall-mounted phone.
- Clean the bathtub, adjacent tiles, shower area, vanity counter, and basin with an all-purpose cleaner and a scrubber.

3. Dry Surfaces:

- Wipe down all the cleaned surfaces with a streak-free and dry lint cloth.

4. Detail Cleaning:

- Clean the shower screen.
- Scrub the toilet bowl using a brush and disinfect the toilet seat.

5. Replace and Refresh:

- Replace used towels with fresh ones.
- Mop the floor with disinfectant solution.
- Replenish all bathroom amenities to standard.

6. Final Inspection:

- Give the bathroom a good going-over to make sure that nothing is left out.

Final Steps:

- Go to the guest's room and arrange his/her belongings neatly without messing with their valuables.
- Make a final run-through of the room to ensure it is clean, organized, and guest-ready before leaving.

To accomplish work with the bedroom, tidy the guest's possessions and belongings. Guest valuables should not be affected and take a final look at the room before exit.

4.4.6 Bed Making Procedure:

- Take out the dirty pillowcases and sheets and shake them out separately.
- As previously mentioned, turn out the mattress.
- After shaking it out, place the mattress protector back on the mattress. If the protection is dirty or smells, replace it.
- Tuck the new lower sheet firmly at the head, foot, and sides after equally opening it out. Spread a new top sheet evenly across the lower bed sheet after opening it.
- To ensure fair distribution, make sure the washing crease is in the same line as the inside sheet. The hem of the sheet should be drawn equally up to the foot of the sheet and the headboard. Using the crease as indicated, spread the blanket evenly on the top sheet after opening it out.
- Make sure the labels for the blankets are at the bottom. Pull the blanket away from the headboard by four inches.
- At the head of the bed, fold the top sheet over the blanket, then fold the blanket and sheet once more.
- The corners at the foot of the bed are mitered, and the blanket and top sheet are tucked together uniformly on both sides.
- Place new pillow slips over the pillows. For a tidy appearance, fluff the cushion and smooth out the pillow slips. Pillow slips should be folded neatly downward because they are larger than the pillow.

- The folded side of the pillow should be out of the guest's line of sight.
- Place the bedspread over the finished bed, making sure it falls and is right side up.
- Place another bedspread near the headboard and tuck it between the pillows for added appeal on the bed.
- Store extra blankets on top or bottom shelves in sealed plastic bags to avoid any inconvenience in access for smooth, hygienic flow.

4.5 Turndown service procedure:

Turn-down service refers to the preparation of a guest's room for a comfortable night's rest. This typically involves tasks such as neatly folding back the bed's comforter, adjusting the room's lighting to a softer, more relaxing level, and ensuring the room is tidy and inviting. This service is usually conducted in the early evening, often between 5:00 PM and 10:30 PM, aligning with the time when guests are likely returning from their day's activities.

After two months of working as a morning shift room attendant, I was reassigned to handle turndown service. At prestigious brands like *The Sanya EDITION* in China, the turn-down service within the housekeeping department emphasizes attention to detail and creates an ambiance of luxury. This includes preparing the bed for rest, arranging the room aesthetically, and ensuring that every element of the space contributes to the guest's relaxation and comfort.

Here are some key aspects:

- This service is offered at night.
- Prior to entering, adhere to the announcement protocol.
- Empty the wastepaper baskets and dust the ashtrays with moist cloths.

- Depending on the number of people using the bed, provide the triangular fold. The breakfast knob card should be placed on the pillow or bed.
- Hang any loose clothing that the visitor may have left behind.
- Put the empty bottles back in.
- As needed, adjust the AC's temperature.
- Restock all of the items that the visitors need and give the restroom a makeover.
- Close the drapes in the guest room.
- Turn on the lights according to the guidelines.
- Before you leave the room, take one last glance.

4.5.1 SECOND/RE-SERVICE:

- This service is offered at a guest's specific request.
- Clear away used dishes, glasses, bottles, and room-service trays.
- Empty the wastebasket and damp dust ashtrays.
- If necessary, make the bed.
- If the visitor uses the room, replenish the water and other amenities. In the restroom, give yourself a touch-up.
- Mist the room with an air freshener.

4.5.2 SERVICING OF VIP ROOM:

- Service is always prioritized.
- Notifying housekeeping in advance of VIP arrivals.
- The VIP rooms are reserved for additional freebies and gifts.
- Each hotel may have different features.
- A more comprehensive examination of the room is also required.

4.5.3 Handling an Under-Repair Room :

1. Notify Front Office: the OOO status of a room should be marked after information has been given to the Front Office, with the reason for the repair clearly stated.
2. Remove Supplies: all bedroom and bathroom supplies are to be removed from the guestroom.
3. Remove Soft Furnishings: all soft furnishings, such as cushions, curtains, and rugs are to be moved out of the room.
4. Furniture and Mattress Protection: sheets protect mattress and furniture from damage if any during the repair procedure.
5. Disconnect Electrical Appliances: all electrical equipment is to be safely disconnected in order to avoid any hazards due to these appliances during execution of repair work.



Pillows are to be stacked as shown. Duvet pulled out with an angle. Bed runners should be removed and placed on the top shelf in the closet during turndown.



Bathroom night lights should be turned on.



The entry foyer night light should be turned on.



Balcony light to be on.

4.6 GSA/ Runner Service

Description of Runner Service in the Housekeeping Department The runner service is an important part of housekeeping operations at The Sanya Edition Hotel, which guarantees that guest requests for services are handled with a personal touch at any time of the day or night. It serves as the 24hour link in announcement among the front office and housekeeping staff to effectively deliver items requested by the guests.

Guests get in touch with the front desk when they need water, food, fruit, extra pillows, duvets, or other consumables. The runner service, or housekeeping department, is immediately informed by the front office. The runner's job is to efficiently and properly prepare the ordered things and deliver them to the guest's room.

Strong communication abilities, exceptional time management, and the capacity to deliver attentive service in a variety of settings are requirements for this position. The hotel's reputation

for providing exceptional hospitality is greatly enhanced by the runner service, which is available around-the-clock and plays a vital part in improving guest happiness and making sure their requirements are answered quickly. Serving in this role provides excellent exposure to problemsolving techniques, real-time passenger interactions, and the value of departmental cooperation in providing exceptional guest service.

4.6.1 Types of Guest Requests:

1. Extra Bedding

To enhance guest satisfaction, hair could provide additional cushions, blankets, or mattress toppers, among other items.

2. Child-Related Amenities

Baby cribs and high chair, in addition to other childproofing items, would assist in keeping children safe and make the surroundings more convenient for families.

3. Medical Accommodations

Preparing wheelchairs, shower chairs, or extra towels for people who need such services would do wonders with clients who have a medical requirement.

4. Room Customization

For in-room dining, small furniture movements or addition of extra seats could contribute. Of course, additional requirements could range from minor to moderate.

4.6.2 Process for Handling Requests:

1. Immediate Acknowledgment

So someone asks something during the nighttime, take care to reply in no more than 10 seconds. Come beside the floor staff and check with them together swiftly.

2. Collaboration

When the above is not possible ask if someone will be able to do this. This could be employed once when there is no time in which to reach someone otherwise.

3. Thoughtful Delivery

Keeping in mind that these items belong to members of the guests' family, handle them gently while delivering so the family does not turn down or get surprised with the comfort.

4. Follow-Up Assurance

Jul moved to the last room and reiterated that the survey was not intended to compile satisfaction data only but to pinpoint other areas that required addressing. Such post inquiries can adjust significantly even communication between departments.

CHAPTER 05

MAJOR FINDINGS

The housekeeping department plays a dangerous part in hotel operations. Its main responsibility concerns the cleanliness, comfort, and satisfaction of the guests. The internship provided me with ample opportunity to get an idea of the daily process of housekeeping and the problems that occur along with strategies to overcome them. These findings have helped me to understand how important efficiency, attention to detail, and coordination are in providing high-quality service. There are some findings:

Major findings from a full day of service evaluations across different hotel service areas are highlighted below. Key observations are provided for each:

5.1 Importance of Morning Shift Meetings:

Morning shift meetings brief staff on the day's priorities, including VIP arrivals, special requests, and the current occupancy status. However, inconsistencies in communication during these meetings often lead to misaligned priorities and overlooked tasks, which affect room preparation standards.

5.2 Impact of Room Assignment on Efficiency:

Room assignment directly impacts operational flow. An effective system ensures that tasks are evenly distributed, rooms are cleaned promptly, and guest satisfaction is maintained. At Sanaya Edition, the current system relies heavily on manual processes, creating delays in room readiness and inconsistent workloads among staff.

5.3 Full Day Service:

The proactive, personalized service throughout the day contributed to the overall satisfaction of the guests. The critical factors for maintaining a high level of comfort and satisfaction for the guests were staff engagement and quick response times. However, consistency in service delivery and staff being more observant during peak hours were some areas that needed improvement.

5.4 Turn- Down Service:

Turn-down service was appreciated for attention to detail, such as fresh towels, bed preparation, and the placing of small niceties (such as chocolates or a bottle of water).

However, there were some grumblings over time, as for some guests, the option for more earlier or flexible hours of service was desired. Finding a balance in making this service more accessible and convenient without interrupting the guest's experience is important.

5.5 GSA (Guest Service Agent) Service:

Generally, GSA staff were found efficient, courteous, and knowledgeable. Guests appreciated

Ease for check-in/check-out, but responses indicated this could be improved by more proactive communications about what services are available to complement the stay (concierge, room service). Personal touches such as recommendations and advice were highly appreciated.

The major findings indicate that though every service area has good performance based on Guest Satisfaction yet there has been scope for improvement persistently on timings, personal touch, and communication. Small adjustments in these areas can lead to a more seamless and enjoyable guest experience.

Problems

1. Communication Gaps in Morning Shift Meetings

Poorly structured or rushed morning meetings result in unclear instructions, which can lead to errors in room cleaning or missed VIP priorities.

2. Manual and Outdated Room Assignment Methods

The use of manual room assignment methods leads to operational delays, increased time spent on task coordination, and inconsistent task distribution, reducing the overall efficiency of the housekeeping team.

3. Inconsistent Adherence to Full-Day Cleaning Protocols

The manual monitoring of cleaning tasks during high-demand periods causes uneven adherence to established standards, risking negative guest feedback.

4. Lack of Shift Coordination for Turndown Service

Poor communication between morning and evening shifts leads to missed turndown services or incomplete setups, negatively affecting guest experiences.

5. Inefficient GSA Request Management

Without a digital tracking tool, requests are logged manually or communicated verbally, which increases response times and creates opportunities for errors or missed requests.

5.2 Recommendation

Based on the results, the following references can be optional to develop the overall service of the housekeeping department:

5.2.1 Cross-Training for Housekeeping Staff: Housekeeping staff could benefit from crosstraining in other departments, such as upkeep or front desk processes. This would recover their ability to handle guest needs self-sufficiently and reduce delays in communication across departments, it would also increase staff suppleness in managing assignment during peak times or emergencies.

5.2.2 Automate and optimize your housekeeping schedule: Housekeeping should found a more formal lost-and-found procedure, including a digital tracking system, to ensure the quick retrieval and return of misplaced items. This would recover the hotel's reputation for responsibility and care toward guest belongings.

5.2.3 Effective inventory management: Correctly managing cleaning provisions and linens is essential to prevent lacks or overstock.

5.2.4 Safety signage: By means of signs to warn of possible hazards and to straighten staffs to safety equipment and exits. Hygiene Amenities.

5.2.5 Communications with other departments: The message of housekeeping and other hotel departments is a must to hold the operation smoothly and to be talented to provide maximum customer gratification. Clear communication resolves problems in a quick way, operational efficiency recovers, which in turn ensures that all departments are employed for guest gratification.

CHAPTER 06

Conclusion

The internship at The Sanya Edition's housekeeping department offered a comprehensive understanding of the core operations involved in delivering exceptional service, particularly in turndown, full-day, and runner services. These functions are integral to ensuring a seamless guest knowledge and upholding the hotel's standing for luxury and excellence.

Among the key elements I noticed in housekeeping operations during the internship were consistency, attention to detail, and a guest-oriented approach. Working as a professional team demonstrated the value of cooperation, time management, and adaptability in addressing the changing needs of a high-end hotel setting. Additionally, using contemporary technology and being exposed to sustainable practices brought to light creative ways to increase operational efficiency without sacrificing service quality.

This experience enhanced my practical skills and knowledge but also deepened my appreciation of the role housekeeping plays in shaping the overall guest journey. It has equipped me with a strong foundation and valuable insights to pursue a successful career in the hospitality industry.

REFERENCE

References

- Baker, M. (2016, 08 10). The evolution of services marketing, hospitality marketing and building the constituency model for hospitality marketing. *hospitality marketing and building the constituency model for hospitality marketing*, pp. 55-70.
- baum, t. (2005, 1 12). Human Resource Management in Tourism. *The Management of Tourism*, pp. 80-90.
- Bohdanowicz, P. (2006, 12 22). Environmental Awareness and Initiatives in the Swedish and Polish Hotel Industries—Survey Results. *Environmental Awareness and Initiatives*, pp. 70-80.
- C.wood, r. (2015, 5 22). Hospitality Management : A Brief Introduction. *Hospitality industry*, p. 200.
- Johann, Z. (2019, 9 4). The Role of Housekeeping in Hospitality Operations. *housekeeping in different types of hotels*, p. 31.
- kramer. (2022). *housekeeping*. dhaka: 2024.
- sharma, v. (2023, 12 15). Impact of Sustainable Housekeeping Practices on Environmental Stewardship and Operational Efficiency in the Hotel Industry. *Hotel Industry*, pp. 90-95.
- zarnic, m. (2023, 11 18). Enhancing guest satisfaction in hotels: Researching the impact of quality hospitality service on gastronomic experiences in the tourism industry in Serbia. *Enhancing guest satisfaction in hotels*, pp. 50-60.
- (Sarkar, 2021)