

Internship Report
On
Housekeeping Operation of
The Sanya Edition Hotel (China)

**Internship Report on Housekeeping Operation of
The Sanya Edition Hotel (China)**

Submitted By:

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Submitted To

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Date of Submission: 28th of December, 2024

Letter of Transmittal

Mr. Siddiquir Rahman
Assistant Professor & Head (In-Charge)
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission of Internship Report on “Housekeeping Operation of The Sanya Edition Hotel, China”

Dear Sir,

I would like to inform you that I have successfully completed my internship at The Sanya Edition Hotel. As part of fulfilling the requirements for my internship, I have also completed the report titled "Housekeeping Operation of The Sanya Edition Hotel, China" in line with Daffodil International University's guidelines. In writing this report, I have made an effort to integrate the knowledge I acquired during my academic studies with the practical experience gained during the internship. I trust that this report meets your expectations, as it reflects my experiences throughout the entire internship period. Should you have any further questions or need clarification, I am available to provide additional information.

Thank you

Sincerely Yours,

Rahat Hossain Poros
ID: 201-43-474
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University

Certificate of Approval

This is to verify that Rahat Hossain Poros, ID: 201-43-474, a student in Daffodil International University's Department of Tourism and Hospitality Management, has turned in his internship report, **“Housekeeping Operation of The Sanya Edition Hotel, China”** The degree requirements are partially satisfied by this report. I helped him to finish the report and gave him guidance.

Signature,



Mr. Siddiquir Rahman

Assistant Professor & Head (In-Charge)

Department of Tourism & Hospitality Management

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Daffodil International University

Student Declaration

I would like to begin by expressing my heartfelt gratitude to Allah for granting me the strength and perseverance to successfully complete my internship. I am deeply grateful to my mentors and colleagues for their invaluable support and guidance throughout my internship at The Sanya Edition Hotel (China), a renowned global hospitality brand. This enriching experience provided me with significant insights and practical knowledge about the hospitality industry.

I am Rahat Hossain Poros, ID: 201-43-474, a student of Tourism and Hospitality Management at Daffodil International University. I hereby declare that the report titled "Internship Report on Housekeeping Operation of The Sanya Edition Hotel (China)" has been prepared solely to fulfill the academic requirements of my program.

This report is an original work based on my personal experiences, observations, and practical learning during my internship period at The Sanya Edition Hotel. It reflects my understanding of the housekeeping operations within the hotel and is intended for academic purposes only.

I affirm that all content, analyses, and conclusions presented in this report are entirely my own. Any reproduction, distribution, or use of this report without prior written authorization is strictly prohibited.

Signature,

Rahat Hossain

Rahat Hossain Poros

ID: 201-43-474

Department of Tourism & Hospitality Management

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Acknowledgement

First and foremost, I would like to express my heartfelt gratitude to Allah for granting me the strength, patience, and determination to successfully complete my internship and prepare this report.

I am sincerely grateful to Mr. Siddiqur Rahman, Assistant Professor and Head (In-Charge) of the Department of Tourism and Hospitality Management at Daffodil International University, for his invaluable guidance, encouragement, and thoughtful supervision. His expertise and support have been instrumental in shaping the direction of this report and ensuring its successful completion.

I would also like to extend my gratitude to Ms. Michelle He, Director of Housekeeping at The Sanya Edition Hotel, and Mr. Yuan Edward, General Manager of The Sanya Edition Hotel, for their invaluable support, mentorship, and encouragement during my internship. Their leadership and guidance greatly enriched my learning experience and provided me with practical insights into the housekeeping operations.

Lastly, I thank everyone who supported me, both directly and indirectly, throughout this journey. Their encouragement and collaboration have been pivotal to my learning and professional growth.

Sincerely Yours,

Rahat Hossain

Rahat Hossain Poros

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Executive Summary

This internship report, entitled “Housekeeping Operation of The Sanya Edition,” presents a comprehensive analysis of the housekeeping operations of The Sanya Edition. The study examines the department's daily operations, emphasizing operational efficiency, which is essential for the success of the luxury hotel.

During the internship, multiple facets of housekeeping were examined, encompassing room cleaning protocols, laundry administration, personnel collaboration, and task allocation.

Primary tasks encompassed room preparation, inventory oversight, and the execution of sustainable cleaning protocols. The position necessitated strong cooperation with various departments to guarantee a seamless visitor experience, highlighting the significance of teamwork and good communication.

The study emphasizes the training sessions centered on compliance with safety protocols and the implementation of streamlined operations. The challenges faced throughout the internship, including managing peak occupancy and handling guest issues, imparted significant lessons in problem-solving and adaptation.

Housekeeping operations are essential to a hotel's overall performance. By upholding rigorous standards of cleanliness and service, housekeeping directly impacts guest happiness, facilitates the seamless operation of the hotel, and ensures the safety and comfort of all patrons. Efficient housekeeping operations necessitate systematic systems, proficient personnel, and robust interdepartmental communication to continually meet and beyond visitor expectations.

The internship provided practical insight into premium hospitality operations and emphasized the significance of meticulousness, time management, and a guest-centric approach.

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CHAPTER 1

INTRODUCTION

1.1 Introduction:

The housekeeping department is essential in the hospitality sector, maintaining facilities to provide outstanding guest experiences. The Sanya Edition Hotel, a prestigious premium brand within Marriott International, exemplifies superior standards, efficiency, and meticulous attention to detail in its cleaning operations. This report examines the housekeeping operations of The Sanya Edition Hotel, highlighting its organizational framework, everyday procedures, and commitment to service quality. During my internship, I observed and engaged in several housekeeping activities, acquiring practical expertise in maintaining cleanliness, guest amenities, and room preparedness while adhering to the brand's dedication to elegance and sustainability. This report aims to examine the primary functions and problems of the housekeeping department and to offer insights into its impact on overall guest satisfaction. This introduction establishes the framework for examining the tactics utilized by The Sanya Edition Hotel to achieve operational efficiency, foster employee collaboration, and adhere to worldwide hospitality standards.

1.2 Background

In any fundamental sourcebook on economics or business administration, the primary objective of private enterprises is stated to be "profit." To maximize profit throughout the manufacturing of goods or services, various guidelines must be adhered to. The most fundamental and universal objectives are to reduce expenses and increase prices. However, if input costs are minimized without regard for quality, customer satisfaction will decline, resulting in the loss of clientele for the establishments. The loss will be more rapid and substantial in the service industry, since consumers immediately see the inferior quality of the service rendered and react accordingly. To ensure continuous service quality, it is essential to maintain staff quality and ensure that qualified personnel are content in their work. This holds true for the hospitality business as well. Content hotel personnel result in reduced turnover, increased productivity, and superior service quality; this, in turn, fosters customer satisfaction and loyalty, enhancing competitive advantage and boosting revenue. As elevated income initiates a trend of rising profitability, it will become feasible to enhance input quality by implementing educational programs for current personnel and recruiting additional qualified workers. Initially, the employer may believe that hiring a less expensive workforce with low credentials will provide greater profits while neglecting employee satisfaction; nevertheless, over time, the current employees may become discontented with this management approach. Subsequently, there arises discomfort, discontent, a deficiency of motivation, accompanied by the perception

that their employment is insulting, demeaning, and humiliating. All of these factors may result in diminished service quality, aversion towards guests, adverse job attitudes, and elevated turnover rates. Even successful employees may disengage and depart from their positions if they find the offers unappealing and feel excluded from the organization. The ramifications of turnover can be encapsulated as follows: heightened expenses associated with recruiting, hiring, onboarding, and training new personnel, along with administrative burdens, as well as diminished productivity, communication, and satisfaction among current employees. It is asserted that millions of dollars, in addition to productivity, are forfeited owing to personnel turnover. Furthermore, a more significant issue may arise if they remain in the industry while continuing to deliver substandard service. Disengaged individuals exhibit a lack of commitment, minimal productivity, frequent absenteeism, tardiness, and may act against to the company's interests.

1.3 Scope of the Study

This report presents a thorough assessment of the housekeeping operations at The Sanya Edition Hotel in China. It encompasses multiple facets, including the roles and responsibilities of housekeeping office personnel, the established processes and procedures, and the obstacles encountered in daily operations. The research will examine guest contact protocols, reservation and check-in/check-out procedures, and the application of technology in housekeeping management. The report seeks to deliver a comprehensive understanding of the housekeeping's impact on the overall guest experience and operational efficiency by concentrating on these critical areas. This scope facilitates a comprehensive investigation, providing actionable insights and recommendations for enhancing front office operations at the hotel.

1.4 Objective of the Study

The main objective of the report is to analyze the “Housekeeping Operation” in The Sanya Edition Hotel. To fulfil the objectives there are some objectives down below:

- 1) To explain the Housekeeping Operation of “The Sanya Edition Hotel”
- 2) To analyze coordination between Housekeeping & Other Departments
- 3) To identify the problem relates to Housekeeping Department of The Sanya Edition Hotel
- 4) To provide recommendations based on the problems

1.5 Methodology of the Study

The method used in this report is quantitative research and descriptive in nature, relying on the analysis of secondary data for insights. Secondary data was collective from several sources such as:

Sources of Data:

- Operational SOP (Standard Operational Procedure) of The Sanya Edition Hotel.
- Different Journals and Books.
- Different organizational manuals & reports of The Sanya Edition Hotel China.

1.6 Limitations of the study

A. Lack of support:

I completed my internship at The Sanya Edition Hotel in China. Due to the organization's high activity level, there is no one available to instruct me. I endeavored to comprehend the process by witnessing its operation. I believe that if I were afforded the opportunity to engage in more practical work, I would acquire knowledge more effectively.

B. Lack of records:

There is a deficiency of adequate literature, papers, data, and statistics regarding this industry. I was prohibited from obtaining any official documents to include in this report.

C. Insufficient Time:

The allotted time was inadequate for comprehending and preparing the report. With additional time, the thesis would significantly improve.

D. Inadequate data sources.

Because of confidentiality it was not possible for us to collect some data required for the study.

CHAPTER 2

OVERVIEW OF THE SANYA EDITION HOTEL CHINA

2.1 Introduction

Inspired by the ocean, The Sanya Edition is a remarkable new locale on Hainan Island, located off the southern coast of China. The 50-acre Edition property, characterized by its lush landscape, is defined by water, featuring a stunning private ocean and two pools.

All 501 guest rooms of the horseshoe-shaped hotel offer ocean views. Furthermore, twelve hotel villas are situated on a tiered hillside, offering ocean views, private pools, and pavilion areas. Numerous attractions are nearby, including shopping at high-end designer boutiques; but, once entering The Sanya Edition, guests immerse themselves in an extraordinary experience. All 501 guest rooms of the horseshoe-shaped hotel offer ocean views. The cozy rooms radiate a refined simplicity, featuring light oak finishes and breezy materials that suggest a coastal ambiance. Utilized limestone flooring from Indonesia and a pristine, light color palette. Bathtubs are situated in the primary room, encircled by vistas, enhancing the space's luxury and openness.

Specialty restaurants across the site showcase culinary innovation and imaginative decor. The Market at Edition alludes to Sanya's historical significance as a commercial port, including a design reminiscent of a traditional Chinese warehouse. The Jade Egret greets patrons with a refined beverage menu and presents a variety of innovative and fresh European dishes infused with Asian nuances. Embark on a picturesque nighttime boat ride to Xian Hai By The Sea, the hotel's premier seafood restaurant specializing in exquisite Cantonese cuisine. Beach Barbacoa at Edition embodies the relaxed ambiance of seaside dining while showcasing the robust tastes of Indonesian cuisine, drawing inspiration from the traditional market eateries that populate the Sanya coastline.

Nestled between the resort's exclusive ocean and Beach Club pool, the Beach Club at Edition offers a pinnacle summer experience with refined beverages, exquisite dining, and captivating entertainment. This sophisticated yet understated venue hosts elite events, redefining luxury leisure at this premier summer destination. Guests can bask in the sunlight and culture while enjoying stunning views of the Private Ocean from VIP cabanas near the infinity pool or reserved beach beds along the shoreline. Seamlessly blending exceptional design with innovative, personalized service, the Beach Club delivers remarkable food and entertainment, creating an unforgettable and distinctive experience.

2.2 Mission Statement:

To deliver an unparalleled luxury experience for guests via outstanding hospitality, guaranteeing comfort, cleanliness, and tailored services that surpass expectations.

2.3 Vision Statement:

To achieve global recognition as a leader in luxury hospitality, distinguished by our exceptional service, innovation, and dedication to delivering a memorable guest experience in all facets of our operations.

The Sanya Edition in Sanya is an expansive hotel that has established a Housekeeping Department to maintain cleanliness, comfort, and aesthetic appeal. In hospitality firms, particularly luxury hotel establishments, visitor satisfaction is significantly enhanced by the quality of housekeeping, which is tasked with upholding exceptional cleanliness in the rooms and other areas of the luxury hotel (Bohdanowicz et al., 2011). The operational department in the luxury hotel encompasses linens, general cleaning, overall tidiness, regular cleaning schedules, and hygiene assurance.

2.4 Room Types

The Sanya Edition provides an extensive array of opulent rooms tailored to meet the varied requirements of its guests. Every room type is carefully crafted with contemporary design, offering comfort and sophistication that embody the hotel's dedication to exceptional service. The Sanya Edition features 501 rooms (suite 45) and 12 villas, guaranteeing each guest a distinctive and tailored experience, whether of whether their stay is for leisure, family vacations, or extended durations. The Sanya Edition provides luxury of accommodation types to accommodate various guest requirements.

These include:

- **Garden View King:** This expansive suite includes an opulent king-sized bed with tranquil views of the hotel's verdant gardens. The Garden View King room is ideal for travelers desiring serenity and seclusion. This accommodation, featuring contemporary furniture and premium facilities, is an excellent option for couples or lone travelers seeking relaxation in a stylish, natural setting.
- **Garden View Double:** The Garden View Double accommodates families or groups of friends, with two double beds and sufficient space for relaxing. This suite, overlooking

the meticulously maintained grounds, provides a tranquil setting for guests to relax after a day of sightseeing. The accommodation features all essential contemporary facilities, such as high-speed internet, flat-screen televisions, and premium toiletries.

- **Ocean View King:** The Ocean View King provides stunning vistas of the South China Sea for those desiring a more picturesque experience. This tastefully constructed accommodation includes a king-sized bed and floor-to-ceiling windows that enable guests to appreciate the breathtaking seaside views. The hotel features contemporary furnishings, rendering it a favored option for couples and honeymooners seeking a romantic retreat.
- **Ocean View Double:** Similar to the Ocean View King, the Ocean View Double room is intended for families or groups of friends. This accommodation includes two double beds and offers a magnificent view of the ocean. The expansive design and high-quality furnishings render it a pleasant and opulent choice for travelers accompanied by others. Guests may relish the auditory experience of the waves and the aesthetic appeal of the sunset from the convenience of their room.
- **Premium Ocean View Room:** The Premium Ocean View Room provides superior facilities and exceptional ocean vistas for guests seeking a premium experience. This room includes additional amenities such as an enhanced mini-bar, high-quality bath items, and tailored services. The expansive layout and enhanced amenities guarantee an opulent experience, rendering it perfect for those desiring a heightened degree of luxury.

2.5 Team Structure

The housekeeping team at The Sanya Edition is organized to ensure comprehensive coverage of all cleaning activities and operational efficiency. The Housekeeping Manager leads the department and is accountable for the entire team and ensuring compliance with all standards. There exists a hierarchical structure wherein Assistant Housekeepers report to the Executive Housekeeper and oversee smaller teams comprising room attendants, laundry personnel, and public area attendants (Paraskevas & Bouranta, 2005). The laundry team is responsible for luxurious hotel linen and guest laundry, while room attendants are tasked with cleaning guest rooms. Attendants in common areas, such as those in lobbies, restaurants, and recreational zones, are tasked with maintaining the cleanliness of these facilities. This hierarchical framework facilitates efficient management and seamless operations of the upscale hotel.

2.6 Training and Standards

The Housekeeping Department rigorously trains to uphold elevated service standards. All new employees undergo a comprehensive induction program that encompasses cleaning processes, the operation of cleaning equipment and chemicals, and safety measures. Additionally, the crew undergoes frequent training to remain informed about new techniques, technology, and the growing standards of the luxury hotel. Room cleaning adheres to a stringent checklist that housekeeping personnel utilize to ensure every facet of the visitor experience is impeccable (Choi & Dickson, 2009). This department prioritizes continuous training, thereby reinforcing its commitment to excellence.

2.7 Sustainability Initiatives

The Sanya Edition has integrated sustainable techniques throughout its housekeeping operations, reflecting its dedication to environmental responsibility. The opulent hotel has transitioned to eco-friendly cleaning agents and energy-efficient appliances to mitigate its environmental impact. The housekeeping personnel is taught in water conservation methods, such as refraining from changing towels and linens as frequently for long-term visitors unless requested (Powell & Watson, 2010). The housekeeping crew implements recycling methods and waste management technologies to reduce the hotel's carbon footprint. These sustainability measures benefit the environment and appeal to eco-conscious guests.

CHAPTER 3

ANALYSIS

3.1 Introduction

Housekeeping is an essential operational function in the hotel industry, significantly contributing to guest pleasure and upholding the property's overall reputation. It includes several activities designed to ensure a clean, comfortable, and sanitary environment for guests. The following are the key theoretical components of housekeeping operations.

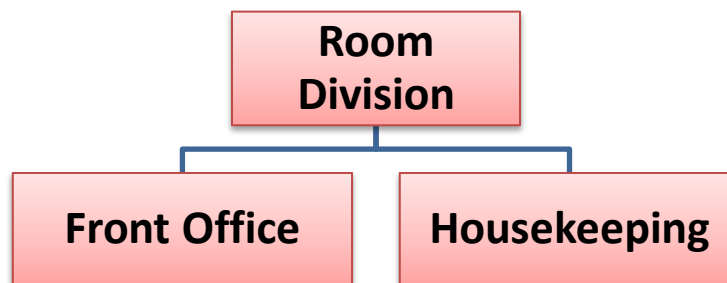


Figure 1- Parts of Room Division

Source: Self

3.2 To explain the Housekeeping Operation of the Sanya Edition Hotel

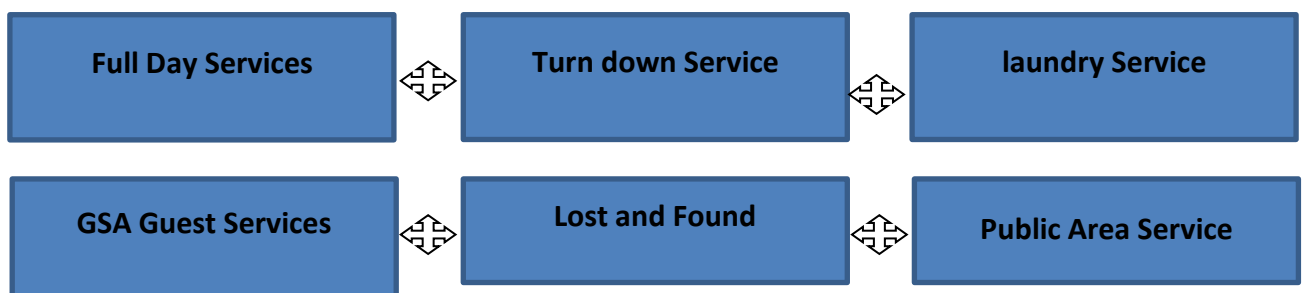


Figure 2- Housekeeping Main Service

Source: Self

3.2.1 Full day service: A full-day housekeeping service denotes an extensive duration of thorough cleaning and maintenance activities conducted during an entire day.

Operation Process of Full day service:

The housekeeping department at The Sanya Edition delivers uninterrupted, all-day service to guarantee visitors experience maximum comfort and luxury throughout their stay. The services are meticulously crafted to address every requirement with accuracy and attentiveness, ranging from thorough room cleaning to individualized guest support.

Daily services encompass morning cleaning, during which rooms are refreshed with new linens, amenities are restocked, and the area is organized and cleaned. In the evening, a meticulous turn-down service arranges the room for a tranquil sleep, featuring modified lighting, clean towels, and additional gestures of hospitality such as chocolates or notes. In addition to room maintenance, the housekeeping team is responsible for the cleanliness of public spaces, like as lobbies, pools, and fitness facilities, ensuring a spotless environment across the property.

Additional offerings, like laundry and on-demand options, are accessible 24/7, demonstrating The Sanya Edition's dedication to excellence and meticulous attention to detail in its hospitality approach.

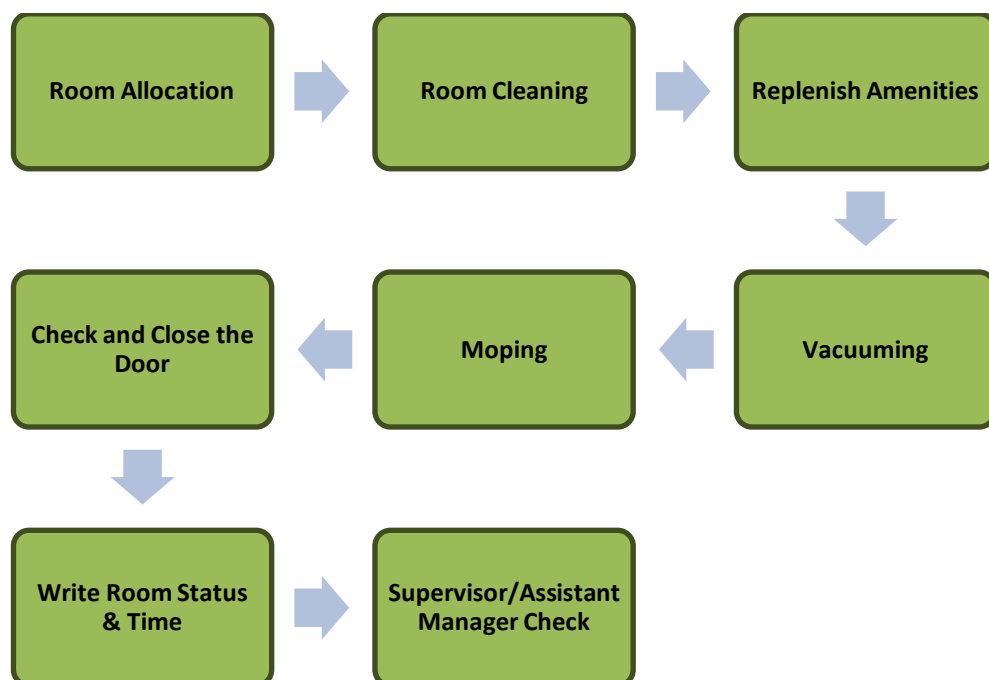


Figure 3- Full Day Service Chart

Source: Self

Room Allocation: Denotes the systematic allocation of rooms to housekeeping personnel to guarantee prompt and effective cleaning, maintenance, and preparation. Appropriate room assignment is essential for ensuring guest pleasure, optimizing operational efficiency, and adhering to the hotel's cleanliness standards.

Room Cleaning: Indicate the systematic allocation of rooms to housekeeping personnel to guarantee prompt and effective cleaning, maintenance, and preparation. Appropriate room assignment is essential for ensuring guest pleasure, optimizing operational efficiency, and adhering to the hotel's cleanliness standards.

Replenish Amenities: Restocking toiletries, towels, minibar, and other important guest amenities. The Sanya Edition offers an array of opulent amenities to elevate the guest experience. These comprise premium products, including Le Labo branded body lotion, shampoo, and conditioner. A specialized dentistry kit and body care products featuring whimsical packaging are available for youngsters. The hotel provides practical amenities such as dental kits, vanity kits, shower caps, and other needs, all presented in sophisticated, minimalist black boxes. Furthermore, tailored services to guarantee a pleasant and unforgettable experience for guests.

Vacuuming: Vacuuming is an essential duty in housekeeping, guaranteeing cleanliness and preserving a fresh and sanitary atmosphere. The process entails utilizing a vacuum cleaner to eliminate dust, dirt, allergens, and debris from diverse surfaces, including carpets, rugs, upholstered furnishings, and hard flooring.

Mopping: Mopping is an essential housekeeping activity that entails cleaning floors to eliminate dirt, stains, spills, and pathogens, so providing a sanitary and refined surface. It enhances vacuuming or sweeping and is crucial for preserving cleanliness in many settings, including hotels, residences, offices, and public areas.

Check and close the door: This task is generally executed during regular cleaning, inspections, and prior to finalizing housekeeping responsibilities in a room.

Document the status of the room and the corresponding time: Upon closing the door, the room attendant records the room status and time in the report. Supervisor Verification: The supervisor utilizes a comprehensive checklist to guarantee that all aspects are addressed, with particular focus on high-contact zones.

3.2.2 Turndown Service:

The turndown service at The Sanya Edition demonstrates the hotel's dedication to opulence and meticulousness, guaranteeing visitors a serene and restful conclusion to their day. This nighttime service includes preparing the room for a tranquil night by establishing a welcoming ambiance through subdued lighting, closed curtains, and a meticulously prepared bed with clean sheets and cushy cushions.

Personalized elements, such as bedtime goodies like chocolates, calming teas, or a considerate letter, enhance the appeal. Bathrooms are equipped with fresh towels and restocked amenities, while any disarray is subtly arranged to provide a tranquil atmosphere. This service promotes comfort and highlights the hotel's commitment to delivering an extraordinary and memorable guest experience.

Turn-down service refers to the preparation of a room for a guest's overnight stay. This may entail actions such as adjusting the comforter on the bed, modifying the light intensity, or inspecting and organizing the room. This service typically occurs in the early evening, generally between 5 PM and 8:30 PM, to offer comfort to guests returning to their rooms after engaging in various activities. Following two months of employment as a morning shift room attendant, management reassigned me to the turn down service. The turn-down service in the housekeeping department, particularly for companies like The Sanya Edition in China, involves preparing a guest's room for the evening.

Here are some key aspects:

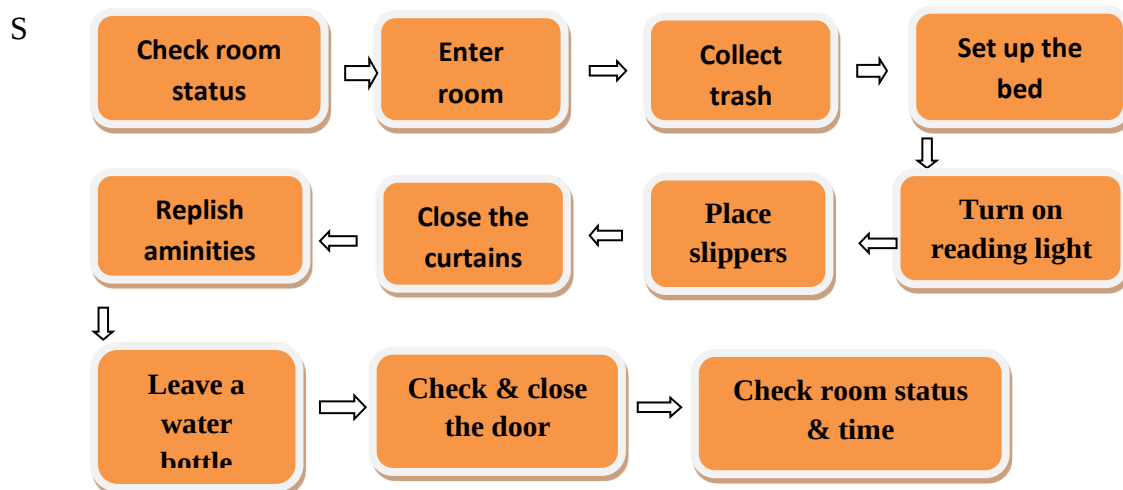


Figure 4- Turndown Service

Source : Self

3.2.3 Laundry Services:

The laundry services at The Sanya Edition are intended to provide guests with convenience, attention, and exceptional outcomes. The service, available all day, encompasses expert cleaning, pressing, and folding of items to guarantee their return in immaculate shape. Guests may choose express or same-day service to suit their schedules, receiving individualized attention for delicate or specialty materials.

The laundry crew meticulously attends to casual wear, prepares formal apparel for events, and addresses unforeseen stains with the highest level of care. This drive to excellence and meticulousness demonstrates the hotel's devotion to improving client comfort and pleasure during their stay.

Upon request, linens, towels, and guest garments will be laundered and pressed. Laundry represents a significant challenge for operational middle management, as it entails the collection, washing, and return of guest garments. The laundry department plays a crucial role in maintaining the cleanliness and presentation of guests' garments, as well as the hotel's prestigious reputation.

Laundry Service Process:

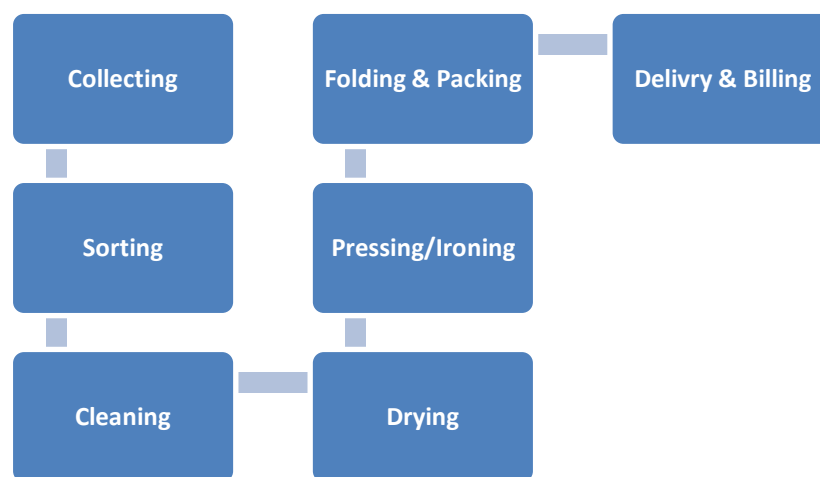


Figure 5- Laundry Service Process

Source: self

Collecting: Upon guest request, the housekeeping staff retrieves the goods from the guest and completes the checklist. Hotel linen comprises bedsheets, pillowcases, towels, tablecloths, napkins, and additional linen items requiring laundering. Housekeeping personnel or laundry attendants gather these items from guest rooms, public areas, and the dining room.

Sorting: Classifying cloths according to material composition, and laundering guidelines. Every item of laundry, especially guest laundry, is labeled with a distinct identifying number or barcode. This facilitates the monitoring of each item during the laundering process and guarantees its return to the appropriate visitor or location.

Cleaning: Utilizing detergents appropriate for particular fabrics and employing stain treatment for difficult blemishes. Laundry is thereafter placed into washing machines, where the suitable detergent and water temperature are chosen according to the fabric type and degree of soiling.

Larger industrial washing machines are frequently utilized for laundering hotel linens to accommodate substantial volumes of laundry. Various categories of detergents, fabric softeners, and disinfectants are employed based on the laundry items. Towels may want a robust detergent, whereas guest clothing may require a gentler wash.

Drying: Using appropriate drying methods to prevent damage and air drying for delicate items.

Pressing/Ironing: Eliminating wrinkles and maintaining a sharp appearance. Following laundering, linens and towels are placed in professional tumble dryers. The drying temperature is meticulously regulated to avert harm to textiles. Certain delicate things may necessitate air drying or drying on a clothesline.

Folding and Packing: After drying, the laundry may require ironing or pressing, particularly for goods such as bed linens, tablecloths, or clothing for guests that necessitate a polished appearance. Commercial ironing apparatus is utilized for extensive activities. Post-ironing, goods like towels and linens are meticulously folded. Towels are often rolled, whereas bed linens are folded in accordance with hotel requirements. Guest laundry items are meticulously packaged in an orderly and presentable fashion, frequently including protective coverings, and are prepared for return to the guest.

Delivery and billing: Prompt delivery of laundered items to the client and modification of the invoice. A final quality assessment is conducted post-laundering to verify that the items are clean, devoid of stains, and in satisfactory condition. Identified concerns, like persistent stains or damage, may necessitate additional measures, such as re-washing or item replacement. Fresh linen is maintained in housekeeping sections or linen rooms, prepared for reuse in guest accommodations or communal areas. Newly laundered linens are supplied and accessible for room staff when preparing accommodations for incoming guests.

3.2.4 GSA/ Runner Service:

The Guest Services Assistants (GSA) a of The Sanya Edition is essential in providing tailored and uninterrupted experiences for each guest. Available 24/7, GSA serve as the principal contact for all housekeeping inquiries, guaranteeing that each request is addressed swiftly and effectively.

Their duties encompass coordinating special requests, including more pillows, infant cribs, or hypoallergenic bedding, organizing laundry and pressing services, and resolving any room service issues. The GSAs aim to predict guest preferences, crafting a hospitable and customized experience that reflects the hotel's standard of elegance and outstanding service.

The function of a GSA or Runner in housekeeping is essential for providing timely and effective services to visitors, hence ensuring their contentment and comfort. These roles are operationally oriented and connect the housekeeping department with visitor requirements. Several demands were made by guests to the GSA as follows:

Types of Requests:

- **Extra Bedding:** Additional pillows, blankets, or mattress toppers to enhance guest comfort.
- **Child-Related Items:** Infant cots, high chairs, or safety-proofing devices.
- **Medical Needs:** Wheelchairs, shower chairs, or additional towels for medical use.
- **Room Adjustments:** Rearranging furniture or arranging additional seating for in-room dining.
- **Inventory Management:** They may also facilitate inventory management by guaranteeing the replenishment and stocking of housekeeping supplies, including toiletries, linens, and cleaning goods.
- **Delivery:** Handle the item meticulously and guarantee it fulfills the guest's expectations.
- **Follow-Up:** Check again with the guest to ensure the expectation.

3.2.5 Lost and Found Management:

The Lost and Found Management Services at The Sanya Edition guarantee meticulous and competent handling of visitor possessions. All objects abandoned in guest rooms or communal spaces are instantly recorded, carefully secured, and meticulously monitored by the housekeeping staff.

Guests may ask about lost things using the hotel's specialized system, which strives to return belongings promptly. The staff arranges secure delivery for items requiring shipment according to guest preferences. This diligent and guest-centric strategy highlights the hotel's dedication to trust, dependability, and exceptional service.

The Lost and Found Service in housekeeping is a systematic approach for managing objects abandoned by guests. This service guarantees that the discovered artifacts are recorded, preserved, and, when feasible, restored to their legitimate owners. It is essential for sustaining a professional, guest-oriented atmosphere. Below are several Lost & Found activities:

Key Activities:

- **Logging Found Items:** Catalog details including item description, place discovered, and date in a lost-and-found logbook or digital database.
- **Safe Storage:** Organize belongings in a specific place for simple identification, categorized by type (clothes, electronics, valuables).
- **Contacting Guests:** Promptly reach out to the guest if contact information is accessible. Organize the return of things through postal service or arrange for in-person collection.
- **Retention Period:** Formulate explicit policies regarding the duration for which items will be retained prior to disposal or donation.
- **Guest Retrieval:** Authenticate ownership by comprehensive descriptions or evidence of purchase. Guarantee the secure transfer of products while preserving accurate documentation.

3.2.6 Public Area Cleaning:

The Public Area Cleaning Services at The Sanya Edition demonstrate the hotel's dedication to upholding a clean and inviting atmosphere throughout all communal areas. The cleaning team guarantees that lobbies, corridors, elevators, restrooms, and recreational facilities, including pools and lounges, are maintained in pristine condition throughout the day.

Meticulous sanitization, surface refinement, and restocking of necessities are executed with precision, fostering a luxurious ambiance for guests. These initiatives not only augment the visual allure of the property but also promote a sanitary and pleasant experience for all individuals.

In housekeeping, the public area denotes spaces within a building or institution that are accessible to anyone, including guests, visitors, and staff. The upkeep and sanitation of these places are essential for preserving a positive image and guaranteeing comfort and safety. Examples of Public Areas in Housekeeping include:

Hotel Lobby and Reception: The most visible area where guests form first impressions. Also, regular cleaning of floors, furniture, decorative items, and counters is essential.

- Sweep and mop the floor or vacuum carpets.
- Dust and wipe down furniture, tables, and lighting fixtures.
- Clean glass surfaces, including doors and windows.
- Ensure air conditioning or heating is working.

Corridors and Hallways: Must be kept clear, well-lit, and free from debris. Vacuuming carpets, cleaning walls, and ensuring proper signage are part of maintenance.

- Sweep or vacuum the aisle floor.
- Clean Employees & Guest elevators.
- Wiping down doors, walls, furniture.
- Wiping all mirrors and windows.

Restrooms: High-priority areas requiring frequent cleaning and disinfection. Stocking supplies like toilet paper, soap, and hand towels.

- Check for any sanitation needs (restocking toilet paper, soap, hand sanitizers).
- Clean and disinfect toilets, sinks, mirrors, and faucets.
- Mop the floor, especially around toilet areas.
- Empty trash bins and dispose of waste properly.
- Ensure ventilation systems are working.

Dining and Lounge Areas: Includes cleaning tables, chairs, and serving counters. Maintaining hygiene is critical, especially where food is served.

- Wipe down tables and chairs after each guest.
- Sweep and mop the floors, particularly after meals.
- Clean high-touch areas like condiment dispensers, menus, and salt/pepper shakers.
- Empty trash cans and restock napkins and utensils.

Elevators and Staircases: Regularly cleaned to ensure hygiene and safety. Handrails, buttons, and floors are common touch points that need frequent attention.

- Wipe down all surfaces, including walls, doors, buttons, and handrails.
- Clean and polish mirrors and glass panels.
- Sweep and mop the floor or clean with a vacuum.

Outdoor Areas: Gardens, parking lots, and entryways, Sweeping, trash collection, and maintaining landscaping.

- Sweep or blow leaves and debris off pathways.
- Clean pool furniture, tables, and sun loungers.
- Ensure that any outdoor trash bins are emptied.
- Wipe down railings and any other furniture.

Gym and Recreational Areas: Cleaning equipment, mirrors, and floors, Disinfection is crucial due to high-touch surfaces.

- Disinfect equipment such as treadmills, weights, and mats after each use.
- Wipe down mirrors and windows.
- Empty trash bins and restock towels.
- Ensure the floors are clean and dry.

Event Spaces or Conference Rooms: Must be cleaned before and after use. Tasks include vacuuming, dusting, and arranging furniture.

Housekeeping Tasks in Public Areas: Cleaning floors with sweeping, mopping, and vacuuming. Dusting and refining surfaces. Clearing trash receptacles and substituting liners. Washing windows, mirrors, and glass doors. Disinfecting frequently contacted surfaces (handles, buttons, and switches). Replenishing inventory such as personal care items and cleaning materials. Housekeeping in public areas necessitates cooperation, adherence to regular schedules, and the utilization of suitable instruments and cleaning products.

3.3 To analyze Coordination between Housekeeping and Other Departments

Coordination of housekeeping with other departments is crucial for the seamless functioning of any facility, guaranteeing that all guest and operational requirements are addressed effectively. Housekeeping acts as a conduit across several departments, enhancing communication and teamwork to uphold service standards.

Communication with the Front Desk:

- **Guest Preferences:** Receive information on guest preferences, arrival timings, and specific requests (room setup, extra amenities).
- **Room Readiness:** Collaborate on updates on room status (clean, vacant, or occupied) to facilitate prompt check-ins and check-outs.
- **Lost and Found:** Facilitate communication about items left behind by guests for retrieval or shipping.

Coordination with Food and Beverage (F&B):

- **Room Service:** Ensure the timely removal of discarded dishes and trays from guest rooms.
- **Banquet/Event Setup:** Supply linens and maintain cleanliness of event venues prior to and following usage.
- **Special Requests:** Facilitate the provision or organization of in-room dining arrangements, particularly for VIP guests.

Coordination with Security Department:

- **Guest Safety:** Immediately report any observed suspicious activity or safety issues during the cleaning process.
- **Emergency Response:** Collaborate during situations such as fire evacuations or medical incidents to aid visitors.

Coordination with the Laundry Department:

Coordinating housekeeping with the laundry department is crucial for upholding cleanliness and ensuring guest happiness in hotel. This partnership guarantees the effective processing, timely delivery, and adherence to cleanliness requirements of linens, towels, uniforms, and other laundry items.

- Linen Supply: Guarantee prompt replacement of clean linens, towels, and uniforms.
- Inventory Management: Regulate stock levels to prevent shortages or delays.
- Special Requests: Manage guest laundry or handle delicate items with special care.

Coordination with Sales and Marketing:

- Event Preparation: Coordinate the arrangement of rooms and event areas for promotional events.
- Room Staging: Ensure rooms are impeccably arranged for photography or virtual tours.
- Feedback: Respond to guest feedback related to housekeeping standards for better evaluation.

CHAPTER – 4

FINDINGS & RECOMMENDATIONS

4.1 Major Findings:

The housekeeping department is primarily responsible for ensuring the cleanliness, comfort, and satisfaction of guests, which is essential to hotel operations. My internship provided me with significant insights into daily housekeeping operations, along with the challenges and resolutions faced. This experience has enhanced my comprehension of the significance of efficiency, coordination, and accuracy in delivering superior service. Several findings:

- **Full Day Service:** Throughout the day, proactive and personalized service positively influenced overall client satisfaction. The maintenance of elevated visitor comfort and satisfaction is significantly influenced by staff engagement and timely response times. Improvement was necessary in the consistency of service delivery and the necessity for personnel to exercise greater attentiveness during peak hours.
- **Turn- Down Service:** The turn-down service was commended for its attentiveness in supplying clean towels, arranging the bed, and placing minor amenities like as chocolates or bottled water. Some guests, however, periodically expressed discontent with the schedule, seeking earlier or more flexible service hours. It is imperative to ensure that this service is provided at suitable times.
- **Laundry Service:** Despite some concerns over the cost and clarity of various laundry items, the majority of clients expressed satisfaction with the quality and efficiency of the laundry service. Enhancing guest loyalty can be achieved through the implementation of transparent pricing models and potential discounts for repeat consumers. It was also advised to provide a more expedited turnaround time during peak periods.
- **GSA (Guest Service Agent) Service:** Overall, GSA staff were perceived as knowledgeable, courteous, and efficient. Responses suggested that enhanced communication about available amenities, such as room service or concierge, might elevate the visitor experience; however, guests appreciated the simplicity of the check-in and check-out processes. Customized guidance and assistance were highly valued.
- **Public Area Service:** Overall, public places were maintained in a clean, orderly, and welcoming manner. Nonetheless, the need for increased cleaning and focus on high-traffic areas (lobby, elevators, restrooms) was a significant worry. In larger public spaces, visitors suggested the implementation of more conspicuous signage or the presence of personnel to assist with inquiries or guidance.

- **Lost & Found Service:** Lost and Found A systematic and documented approach to lost and found things guarantees efficiency and accountability. The probability of misplacement diminishes when items are appropriately identified, recorded, and kept. Promptly dispatching items to the lost and found department. Conflicts are mitigated and uniformity is ensured through training.

The principal findings indicate that although each service sector performs adequately regarding visitor satisfaction, opportunities for improvement in communication, personalization, and timeliness persist. Minor modifications in these areas can yield a more seamless and enjoyable visitor experience.

4.2 Problems

- **Cross-training for Housekeeping Staff:** Inefficient or tardy visitor service may stem from inadequate communication between housekeeping and other departments (maintenance, front desk).
- **Communication with other departments:** Billing delays may occasionally stem from communication deficiencies.
- **Inventory Management:** Inadequate inventory management may lead to either surplus stock or deficiencies in essential supplies, both of which can incur unnecessary costs and operational complications.
- **Safety and Hygiene:** Employee safety and guests' comfort may be jeopardized by unclear safety signage and inadequate hygienic facilities.
- **Manual lost and found tracking:** Inefficient tracking may lead to misplaced or inaccurately labeled items, complicating the retrieval process further. Manual lost and found logs are susceptible to errors, misplacement of records, or delays in updates.

4.3 Recommendations

Based on the problems, the following recommendations might be proposed to enhance the overall service of the housekeeping department:

- **Cross-Training for Housekeeping Employees:** Employees in other areas, such as maintenance or front desk operations, could benefit from cross-training. This would enhance staff adaptability in workload management during emergencies or peak periods, augment their ability to independently address guest requests, and reduce communication delays between departments.

- Automate and streamline your housekeeping schedule: To ensure the swift recovery and return of lost items, housekeeping should implement a formal lost-and-found procedure that incorporates a computerized tracking system. This would elevate the hotel's reputation for accountability and regard for guests' belongings.
- Efficient inventory Management: Cleaning products and linens must be meticulously regulated to prevent shortages or surpluses.
- Safety signage involves the utilization of signs to notify workers of potential hazards and guide them towards exits and safety equipment.
- Collaboration with other departments: Efficient communication between housekeeping and other hotel departments is essential for seamless operations and high guest satisfaction. Effective communication facilitates the swift resolution of issues, enhances operational efficiency, and guarantees that all departments collaborate to provide the optimal guest experience.

CHAPTER – 5

CONCLUSION

5.1 Conclusion:

The focus of this internship report is the activities and operations of The Sanya Edition's housekeeping department, emphasizing its essential contribution to the hotel's reputation for excellence. Housekeeping plays a pivotal role in maintaining the highest standards of cleanliness, aesthetics, and guest satisfaction, all of which are integral to the success of a luxury hotel. Through a detailed examination of the department's functions, this report sheds light on how its day-to-day operations contribute significantly to the overall guest experience, ensuring a seamless blend of comfort, elegance, and functionality throughout the property.

The housekeeping department is often regarded as the backbone of hotel operations, and at The Sanya Edition, this is no exception. The department's responsibilities extend beyond routine cleaning; it is tasked with creating an atmosphere of sophistication and tranquility that aligns with the hotel's brand identity. This report examines various aspects of the department's activities, including room maintenance, public area management, laundry services, and inventory control. These operational elements are analyzed to illustrate how the department's meticulous attention to detail and adherence to rigorous standards contribute to a consistently high-quality guest experience. The insights gained through this study provide valuable perspectives on the operational dynamics of luxury hotel management and the essential role of housekeeping in delivering world-class experiences

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