

Internship Report

On

Housekeeping Operations of The Sanya Edition, China

Title

Housekeeping Operations of The Sanya Edition, China

Prepared By

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Submitted To

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Date of Submission: November 2024

Letter of Transmittal

Siddiqur 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 Operations at The Sanya Edition.

Dear Sir,

I am pleased to submit my internship report titled Housekeeping Operations of The Sanya Edition. Which I have completed as part of my internship at The Sanya Edition. This report provides an in-depth analysis of the various functions and 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 made every effort to ensure that the report reflects both my learning, and the valuable insights gained from working with the dedicated team at The Sanya Edition.

I would like to extend my heartfelt gratitude to you and the entire housekeeping team for your guidance and support throughout my internship. Your mentorship was invaluable and significantly contributed to my professional development.

I look forward to your valuable feedback on the report. Please do not hesitate to contact me if you require any further information or clarification.

Thank you for this wonderful opportunity.

Yours sincerely,

Abdullah

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Abdullah All Mamun Ronju
Daffodil international university

Certificate of Approval

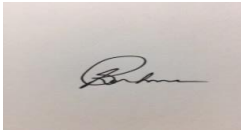
This is to certify that the internship report titled “**Housekeeping Operations of The Sanya Edition**” submitted by **Abdullah All Mamun Ronju** is approved in partial fulfillment of the requirements for the internship program.

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 **Abdullah All Mamun Ronju** has completed the internship successfully.

Approved by:



Siddiqur Rahman
Assistant Professor & Head (In-Charge)
Department of Tourism & Hospitality Management
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[November2024]

Executive Summary

This internship report, titled “**Housekeeping Operation of The Sanya Edition**”, provides an in-depth analysis of the housekeeping operations at **The Sanya Edition**. The report explores the daily functions of the department, focusing on operational efficiency all of which are critical to the success of the luxurious hotel.

Throughout the internship, various aspects of housekeeping were analyzed, including room cleaning procedures, laundry management, staff coordination, and task delegation

Key responsibilities included room preparation, inventory management, and implementing sustainable cleaning practices. The role required close collaboration with other departments to ensure a seamless guest experience, emphasizing the importance of teamwork and effective communication.

The report highlights the training sessions focused on adherence to safety protocols, and the use of streamline operations. Challenges encountered during the internship, such as managing peak occupancy periods and addressing guest concerns, provided valuable lessons in problem-solving and adaptability.

Housekeeping operations are integral to a hotel's overall success. By maintaining high standards of cleanliness and service, housekeeping directly influences guest satisfaction, contributes to the smooth functioning of the hotel, and helps ensure the safety and comfort of all guests. Effective housekeeping operations require well-organized processes, skilled staff, and strong interdepartmental communication to meet and exceed guest expectations consistently.

Overall, the internship offered a hands-on understanding of luxury hospitality operations and reinforced the importance of attention to detail, time management, and a guest-first mindset.

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Chapter -1

Introduction

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 study aims to provide a comprehensive 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.

Objective of the Study

Objective of this study is to understand the operations at the housekeeping department of sanya edition.

Key Objectives

1. To analyze the housekeeping operation of the Sanya edition.
2. To identify the problems related to the housekeeping operation of Sanya edition.
3. To analyze coordination between housekeeping and other departments.
4. To develop recommendations based on problems.

Methodology

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 online, Books.

Sources of data: (Secondary data)

- Online platforms of The Sanya edition.
- Different types of journals and data from Sanya Edition.
- Relevant book & report.

Background of the study

The research work is centered on the housekeeping activities of The Sanya Edition, an essential component of the business that guarantees client satisfaction and organizational performance. Cleanliness and general upkeep directly affect a guest's experience as guest room housekeeping is vital, with spaces contributing to the capability to clean and maintain the guest room, as well as control environmental factors, such as temperature. This research study provides an understanding and analysis on how housekeeping operations are run and other core factors involved that include staff management, cleaning policies, and control procedures (Baker & Magnini, 2016). Discussing these areas, the report enhances the understanding of how floor crews can sustain excellence under conditions filled with complex challenges and provides recommendations for further enhancement based on the practical experience of the internship.

Limitations of the Study

It is important to acknowledge that this study has the following limitations: despite these limitations this research has been able to reveal important aspects of the housekeeping at The Sanya Edition. Thus, one of the major inconveniences is the time constraints they were restricted to the duration of the internship. Consequently the cycle of data collecting and analyzing was not profound (Sorenson & Locke, 2015). This is an area where a longer period of observation of the organization's operations might have provided significantly more information about cyclical fluctuations in housekeeping requirements and activities. One more methodological limitation is limited availability of certain information, including, for instance, detailed financial information, guest feedback reports, performance appraisals, and many others which might have complemented the understanding of the department effectiveness and, sometimes, inefficiency. Secondly, since the study is based on secondary data only.

Chapter -2

Company Profile

Overview of the Sanya Edition Housekeeping Department

The Sanya Edition, part of the global Edition Hotels brand, is a **luxury hotel** located on the picturesque Hainan Island in China. Opened in 2016, the luxurious hotel quickly became a premier destination for travelers seeking a blend of modern elegance and natural beauty. With its sleek architectural design, lush landscaping, and attention to detail, The Sanya Edition offers a range of exclusive accommodations, including private villas and suites, all designed to provide a tranquil and luxurious experience (Baker & Jones, 2013). The luxurious hotel is renowned for its commitment to delivering exceptional guest services, combining world-class hospitality with a focus on personalized experiences. It features multiple restaurants, bars, recreational facilities, and wellness services, catering to a global clientele. The Sanya Edition continues to set new standards in luxury, offering a seamless blend of sophistication and relaxation in one of China's most sought-after destinations.

Mission Statement: To provide guests with an unforgettable luxury experience through exceptional hospitality, ensuring comfort, cleanliness, and personalized services that exceed expectations.

Vision Statement: To be a globally recognized leader in luxury hospitality, renowned for our outstanding service, innovation, and commitment to creating a memorable guest experience in every aspect of our operations.

The Sanya Edition at Sanya is a large hotel that has developed a Housekeeping Department to keep the house clean, comfortable, and good looking. For hospitality companies, especially luxury luxurious hotel companies, guest satisfaction is greatly complimented by the standard of housekeeping as they are responsible for maintaining a high level of cleanliness in the rooms and other parts of the luxurious hotel (Bohdanowicz et al., 2011). Linens, general cleaning, tidiness all through, regular cleaning schedules, and hygiene confidence all fall under it hence it is an operational department in the luxury hotel.

Room Types

The Sanya Edition offers a wide range of luxurious accommodations designed to cater to the diverse needs of its guests. Each room type is meticulously designed with modern aesthetics, providing comfort and elegance that reflect the luxurious hotel's commitment to world-class service. With a total of 501(suite 45) rooms and 12 villas, The Sanya Edition ensures that every guest has a unique and personalized experience, whether they are staying for leisure, family vacations, or long-term stays. The Sanya Edition offers a variety of room types to cater to diverse guest preferences. These include:

□ Garden View King: This spacious room features a luxurious king-sized bed with serene views of the luxurious hotel's lush gardens. The Garden View King room is perfect for guests who seek tranquility and privacy. With modern furnishings, high-end amenities, and an emphasis on comfort, this room is an ideal choice for couples or solo travelers who want to relax in style while surrounded by nature.

□ Garden View Double: The Garden View Double is designed for families or groups of friends, featuring two double beds with ample space for relaxation. Overlooking the beautifully manicured gardens, this room offers a peaceful environment where guests can unwind after a day of exploration. The room is equipped with all the necessary modern amenities, including high-speed internet, flat-screen TVs, and luxury toiletries.

Ocean View King: For guests seeking a more scenic experience, the Ocean View King offers breathtaking views of the South China Sea. This elegantly designed room features a king-sized bed and floor-to-ceiling windows that allow guests to soak in the stunning ocean vistas. The room is furnished with sleek modern décor, making it a popular choice for couples and honeymooners looking for a romantic getaway.

□ Ocean View Double: Like the Ocean View King, the Ocean View Double room is

designed for families or groups of friends. This room features two double beds and provides a spectacular view of the ocean. The spacious layout and premium furnishings make it a comfortable and luxurious option for those traveling with companions. Guests can enjoy the sound of the waves and the beauty of the sunset from the comfort of their room.

□ Premium Ocean View Room: For those looking for an elevated experience, the Premium Ocean View Room offers enhanced amenities and unparalleled ocean views. This room comes with extra luxuries such as an upgraded mini-bar, premium bath products, and personalized services. The spacious design and added comforts ensure a lavish stay, making it ideal for guests seeking a superior level of indulgence.

□ Ocean Front Room: The Ocean Front Room is designed for guests who want to be as close to the beach as possible. Located directly facing the ocean, these rooms provide stunning, unobstructed views of the sea, creating a serene and calming atmosphere. With premium furnishings and elegant décor, this room is perfect for those who want a peaceful retreat with the sound of the ocean waves as their backdrop.

□ Loft Studio: The Loft Studio is a unique accommodation option for guests seeking a spacious and modern living area. With a sleek, open layout, the Loft Studio features contemporary furnishings and high ceilings, offering both comfort and style. Ideal for long-term stays or guests looking for extra space, this studio includes a king-sized bed, a sitting area, and state-of-the-art amenities. Its layout allows for privacy and relaxation, making it perfect for both leisure and business travelers.

Every type of room comes with some touches of contemporary features such as wireless internet, air conditioning, flat screen size television, and luxury toiletries. The housekeeping staff should

be able to clean and tidy each room of any kind in the luxurious hotel to the standard of quality as set by the company (Lewis & McCann, 2004). Emphasis is placed on the guests categorized as VIP and those who stay in the hotel for a long time.

Villas at The Sanya Edition

In addition to its rooms, The Sanya Edition offers a selection of exclusive 12 private villas, each designed to provide the ultimate in luxury and privacy. These villas come with private pools, expansive outdoor spaces, and personalized services, catering to guests seeking the utmost in comfort and exclusivity. With options ranging from 1-bedroom to multi-bedroom villas, they are perfect for families, groups, or high-profile guests who desire an extraordinary experience.

Guest Categories and Personalized Services

The Sanya Edition caters to a diverse range of guests, each with unique needs and preferences. In-house guests enjoy a full array of amenities and services tailored to their comfort throughout their stay. Departures are handled with efficiency and care, ensuring a smooth check-out experience and lasting positive impression. On arrival guests are warmly welcomed and provided with personalized attention to start their stay on a high note. VIP guests receive exclusive services, from priority check-ins to curated amenities, ensuring an exceptional and memorable experience befitting their status.

Team Structure

The Sanya Edition's housekeeping team is structured in such a way that all cleaning tasks are covered, and operations are efficient. The Executive Housekeeper heads the department and is responsible for the whole team and for making sure all standards are met. There are a chain of command they are like; Assistant Housekeepers report to the Executive Housekeeper, and supervise smaller teams of room attendants, laundry staff, and public area attendants (Paraskevas & Bouranta, 2005). Luxurious hotel linen and guest laundry are the responsibility of the

laundry team, and the room attendants are responsible for cleaning guest rooms. Common space attendants, including lobby, restaurant, and recreational area attendants, are responsible for the cleanliness of common spaces. This hierarchical structure helps in the effective management and smooth operations of the luxurious hotel.

Training and Standards

The Housekeeping Department trains very hard to maintain high service standards. All new staff are then given a rigorous induction program, covering cleaning protocols, the use of cleaning equipment and chemicals and safety procedures. Besides that, the staff is also trained on a regular basis to keep them up to date with new techniques, technology and the luxurious hotel's evolving standards. Room cleaning is a strict checklist that housekeeping staff follow to make sure every aspect of the guest experience is perfect (Choi & Dickson, 2009). Continuous training is the focus of this department, and this helps the department to keep its commitment to excellence.

Sustainability Initiatives

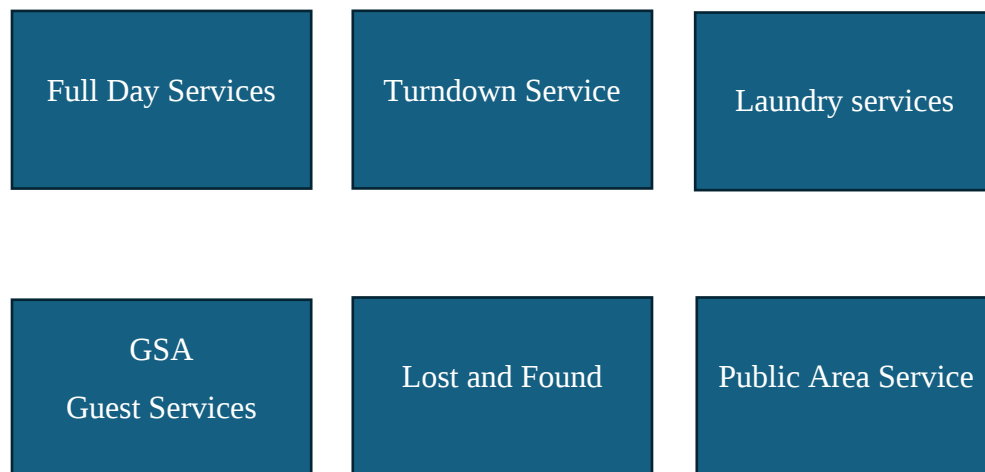
The Sanya Edition has incorporated sustainability practices in its housekeeping operations, as part of its commitment to environmental responsibility. The luxurious hotel has switched to ecofriendly cleaning products, and energy efficient equipment to lower its environmental damage. The housekeeping team is also trained in water saving techniques, for example, not changing towels and linen as often as usual for long-stay guests unless they ask for it (Powell & Watson, 2010). The housekeeping department also has recycling practices in place, along with waste management systems to minimize the luxurious hotel's carbon footprint. Not only are these sustainability initiatives good for the environment, but they also resonate with eco conscious guests.

Chapter -3

Analysis

3.1 Introduction

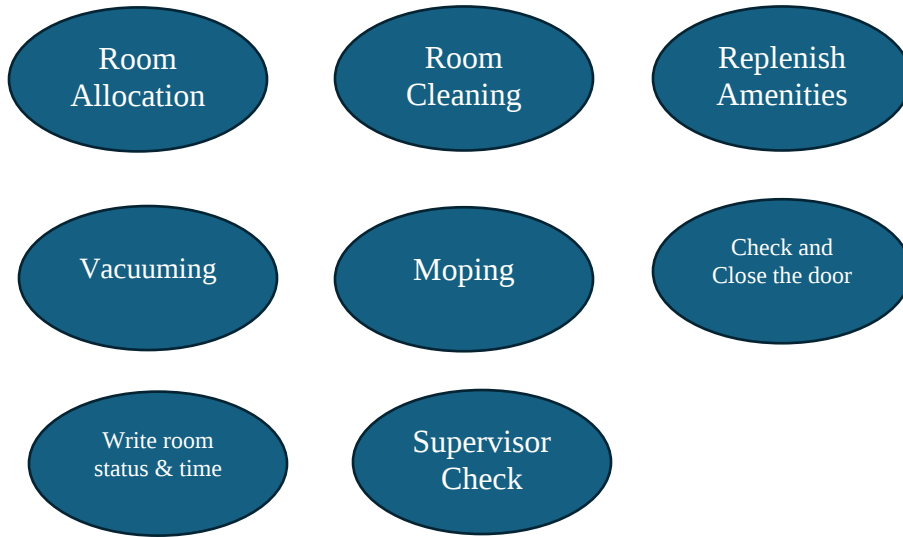
This chapter provides the analysis and discussion of housekeeping operations in The Sanya Edition based on the key areas of operation highlighted in the study objectives. Among others, the housekeeping department is one of the significant pillars of the hospitality industry since it is all about maintaining cleanliness and order. One of the most important drivers for the housekeeping department is operational efficiency since the timely turnaround of rooms is a strong factor influencing the guests' satisfaction level and therefore, the luxurious hotel's viability. Several factors contribute to the department's efficiency: they provide several services like;



Here is a simple detailed overview of each stage of housekeeping service:

1.Full day service: A full-day housekeeping service refers to an extended period of comprehensive cleaning and maintenance tasks performed over an entire day.

Operation Process of Full day service:



Room Allocation: Refers to the organized distribution of rooms among housekeeping staff to ensure timely and efficient cleaning, maintenance, and preparation. Proper room allocation is crucial for maintaining guest satisfaction, maximizing operational efficiency, and meeting the hotel's cleanliness standards.

Room Cleaning: Thorough cleaning of the room, including bed-making, dusting, vacuuming, and surface cleaning. Supervising the cleaning of guest rooms and public spaces is a significant responsibility. Each room undergoes a thorough cleaning process, including dusting, vacuuming, sanitizing surfaces, and restocking amenities. The team follows a detailed checklist to ensure nothing is overlooked, paying special attention to high-touch areas like light switches and remote controls for guest safety.

Replenish Amenities: Replenishing toiletries, towels, minibar, and another essential guest amenities. The Sanya Edition provides a range of luxurious amenities to enhance the guest experience. These include high-quality toiletries, such as Le Labo branded body lotion, shampoo, and conditioner. For children, a dedicated dental kit and body care products with playful packaging are available. The hotel also offers convenient items like dental kits, vanity

kits, shower caps, and other essentials packaged in elegant, minimalistic black cases. Additionally, personalized services to ensure a comfortable and memorable stay for guests.

Vacuuming: Vacuuming is a crucial task in housekeeping, ensuring cleanliness and maintaining a fresh and hygienic environment. It involves the use of a vacuum cleaner to remove dust, dirt, allergens, and debris from various surfaces such as carpets, rugs, upholstered furniture, and hard floors.

Mopping: Mopping is also a critical housekeeping task that involves cleaning floors to remove dirt, stains, spills, and germs, ensuring a hygienic and polished surface. It complements vacuuming or sweeping and is essential for maintaining cleanliness in various environments, such as hotels, homes, offices, and public spaces.

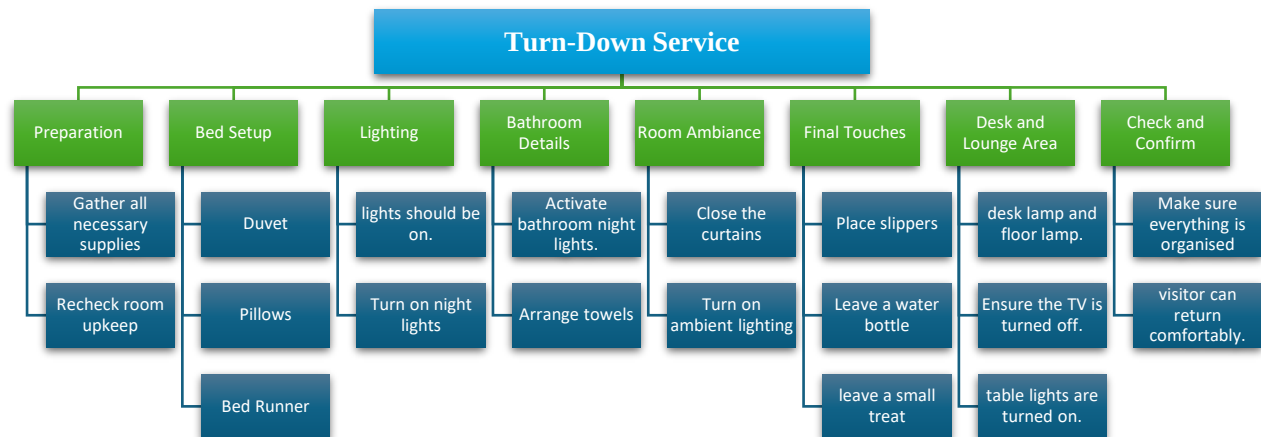
Check and close the door: This task is typically performed during routine cleaning, inspections, and before completing housekeeping duties in a room.

Write room status and time: After closing the door room attendant write down the room status and time on the report.

Supervisor Check: Supervisor follows a detailed checklist to ensure nothing is overlooked, paying special attention to high-touch areas.

2.Turndown Service: Turn-down service is the act of making a room ready for a guest who intends to sleep in the room. This may involve processes like flipping the comforter on the bed, changing the brightness of the light or even checking and arranging the room. This service is usually performed in the early evening, often between 5 PM and 8:10.30 PM, to provide comfort to guests who would be heading back to their rooms after being preoccupied with other activities for a while. After working for two months as a room attendant in the morning shift, the management transferred me to the turn down service. The turn-down service in the housekeeping

department- especially for such brands as The Sanya EDITION in China entails making a guest's room ready for the night. Here are some key aspects:



Room Preparation: Remove decorative pillows and arrange bed linens neatly, often folding the top sheet or blanket for easy access, and adjust lighting to a softer, more relaxed ambiance.

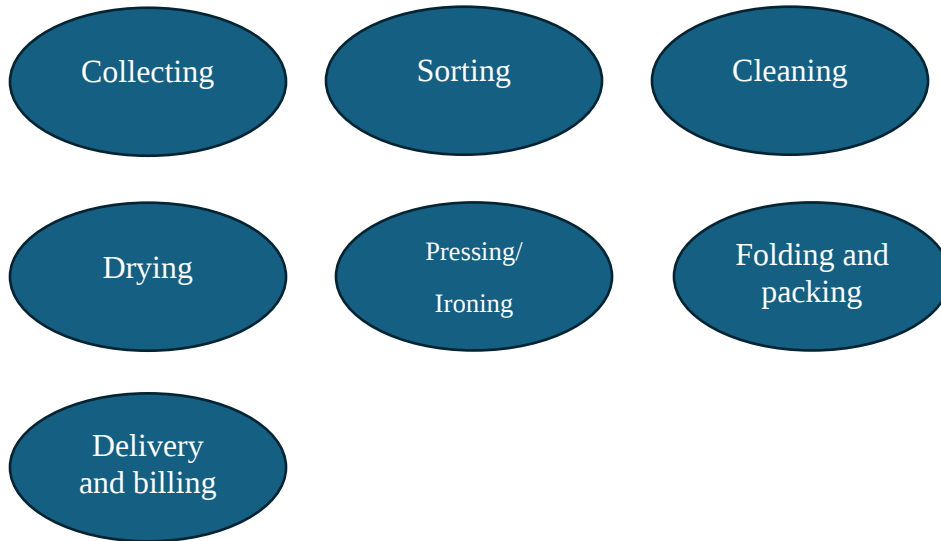
Enhancements: Place chocolates, mints, or small gifts on the pillow or bedside table and provide a bottle of water or a bedtime drink suggestion.

Bathroom Check: Replace used towels and restock toiletries as needed.

Attention to Details: Ensure the room is spotless and free of clutter and add thoughtful touches, like a personalized note or aromatherapy option

3. Laundry Services: Washing and pressing of linens, towels, and guest clothing upon request. Laundry is another major concern of operational middle management since it includes collecting and washing guest wear and returning them to the guests. The laundry department has a significant role for the cleanliness and appearance of the guests' clothes and the image of the luxurious hotel.

Laundry Service Processes:



Collecting: After guest request housekeeping staff collect the items from the guest and fill up the checklist.

Sorting: Categorizing clothes by fabric type, color, and washing instructions.

Cleaning: Washing using detergents suitable for specific fabrics and stain treatment for tough spots.

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

Pressing/Ironing: Removing wrinkles and ensuring a crisp appearance.

Folding and Packing: Neatly folding or hanging garments for delivery.

Delivery and billing: Timely transportation of cleaned items to the customer and adjust the bill.

4.GSA/ Runner Service: The role of a GSA or Runner in housekeeping is integral to delivering prompt and efficient services to guests, ensuring their satisfaction and comfort. These positions are operationally focused and bridge the gap between the housekeeping department and guest needs. Some requests came from guest to GSA follows:

Types of Requests:

Extra Bedding: Additional pillows, blankets, or mattress toppers for guest comfort.

Child-Related Items: Baby cribs, highchairs, or childproofing accessories.

Medical Needs: Wheelchairs, shower chairs, or extra towels for medical purposes.

Room Adjustments: Moving furniture or setting up extra seating for in-room dining.

Handling Process:

Prompt Response: Acknowledge the request immediately and confirm availability.

Coordination: Work with other departments if necessary

Delivery: Provide the item with care and ensure it meets the guest's expectations.

Follow-Up: Check back with the guest to ensure satisfaction.

5. Lost and Found Management: Lost and Found Service in housekeeping is an organized system for managing items left behind by guests. This service ensures that the items found are documented, stored, and, if possible, returned to their rightful owners. It is a critical aspect of maintaining a professional, guest-focused environment.

Key Activities:

Logging Found Items: Record details such as item description, location found, and date in a lost-and-found logbook or digital system.

Safe Storage: Store items securely in a designated area, categorized for easy identification (clothing, electronics, valuables).

Contacting Guests: Reach out to the guest immediately if contact information is available.

Arrange for items to be returned via mail or held for pickup.

Retention Period: Establish clear policies on how long items will be kept before disposal or donation.

Guest Retrieval: Verify ownership through detailed descriptions or proof of purchase.

Ensure items are handed over securely, maintaining proper documentation.

6. Public Area Cleaning: In housekeeping, the public area refers to spaces in a building or facility that are accessible to everyone, including guests, visitors, and staff. The maintenance and cleanliness of these areas are critical to maintaining a good impression and ensuring comfort and safety.

Examples of Public Areas in Housekeeping

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.

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.

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

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

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

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

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

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

Housekeeping Tasks in Public Areas: Sweeping, mopping, and vacuuming floors.

Dusting and polishing surfaces. Emptying trash bins and replacing liners.

Cleaning windows, mirrors, and glass doors.

Sanitizing high-touch surfaces (handles, buttons, and switches).

Restocking supplies like toiletries and cleaning products.

public area housekeeping involves coordination, regular schedules, and the use of appropriate tools and cleaning agents.

3.2 Housekeeping Coordination Between Other Departments: Housekeeping Coordination Between Other Departments is essential for the smooth operation of any facility, ensuring that all guest and operational needs are met efficiently. Housekeeping serves as a bridge to several departments, fostering communication and collaboration to maintain service standards.

- **Communication with the Front Desk:**

Guest Preferences: Receive information on guest preferences, arrival times, and special requests (room setup, extra amenities).

Room Readiness: Coordinate on room status updates (clean, vacant, or occupied) to ensure timely check-ins and check-outs.

Lost and Found: Communicate about items left behind by guests for retrieval or shipping.

- **Coordination with Maintenance/Engineering:** Other departments across the organization, particularly maintenance, also deserve management coordination for efficiency. If a housekeeping attendant finds any problem in a room like a faulty light or an air conditioner acting up, then it is communicated to the maintenance team of the hotel.

- **Coordination with Food and Beverage (F&B):** Room Service: Coordinate to remove used dishes and trays from guest rooms promptly.

Banquet/Event Setup: Provide linen and ensure cleanliness for event spaces before and after use.

Special Requests: Assist in delivering or arranging in-room dining setups, especially for VIP guests.

- **Coordination with Security:** Guest Safety: Report any suspicious activity or safety concerns observed during cleaning.

Key Management: Ensure proper handling and security of master keys or access cards.

Emergency Response: Work together during emergencies like fire evacuations or medical incidents to assist guests.

- **Coordination with the Laundry Department:**

Linen Supply: Ensure timely exchange of clean linens, towels, and uniforms.

Inventory Management: Coordinate stock levels to avoid shortages or delays.

Special Requests: Process guest laundry or handle delicate items with care.

- **Coordination with Sales and Marketing:**

Event Preparation: Collaborate on preparing rooms and event spaces for promotional activities.

Room Staging: Ensure rooms are picture-perfect for photoshoots or virtual tours.

Feedback Implementation: Address guest feedback related to housekeeping standards for better reviews.

An effective housekeeping organizational structure serves as the backbone for maintaining cleanliness, efficiency, and exceptional service standards within the property, ensuring that all tasks are systematically managed and aligned with guest satisfaction goals.

Chapter -4

Findings & Recommendation

Major Findings

The housekeeping department plays a critical role in hotel operations, with its primary responsibility being the cleanliness, comfort, and satisfaction of guests. My internship provided valuable insights into the daily processes of housekeeping, as well as the challenges and strategies used to overcome them. The findings from this experience have helped me understand how important efficiency, attention to detail, and coordination are in delivering high-quality service. there is some finding:

To provide major findings from a full day of service evaluations across different hotel service areas, let's break down the key observations for each:

1.Full Day Service:

The overall guest satisfaction was positively impacted by proactive, personalized service throughout the day. Staff engagement and quick response times were noted as critical factors for maintaining a high level of guest comfort and satisfaction. However, areas for improvement included consistency in service delivery and the need for staff to be more attentive during peak hours.

2.Turn- Down Service:

Turn-down service was appreciated for its attention to detail, such as fresh towels, bed preparation, and the placement of small amenities (like chocolates or a bottled water). However, there were occasional complaints about timing, with some guests preferring earlier or more flexible service hours. Ensuring that this service is available at convenient times without disrupting the guest's experience is crucial.

3. Laundry Service:

Guests generally expressed satisfaction with the quality and timeliness of laundry service, though there were a few concerns regarding the cost and clarity of pricing for different laundry items. Offering clear pricing structures and potential discounts for repeat users could improve guest loyalty. Additionally, providing a faster turnaround time during peak periods was suggested.

4.GSA (Guest Service Agent) Service:

GSA staff were generally found to be efficient, courteous, and knowledgeable. Guests appreciated the ease of check-in and check-out processes, but feedback suggested that more proactive communication regarding available services (such as concierge or room service) could enhance the guest experience. Personalized recommendations and assistance were highly valued.

5. Public Area Service:

Public areas were generally well-maintained, clean, and welcoming. However, some areas of concern included the need for more frequent cleaning and attention to high-traffic spaces (lobby, elevators, bathrooms). Guests also suggested more visible signage or staff availability to assist with directions or inquiries in larger public spaces.

6.Lost & Found Service:

Lost & found structured and documented approach to handling lost and found items ensures efficiency and accountability. Proper tagging, logging, and storage of items reduce the chances of misplacement. Submitting items immediately to the lost and found department. Training ensures consistency and prevents conflicts Systems with photo attachments allow staff to match descriptions with actual items more accurately.

The major findings indicate that while each service area is performing well in terms of guest satisfaction, there are consistent opportunities for improvement in timing, personalization, and communication. Small adjustments in these areas can lead to a more seamless and enjoyable guest experience.

Problems

Cross-Training for Housekeeping Staff: Communication between housekeeping and other departments (maintenance, front desk) can be delays or inefficiencies in guest service.
Communication with other departments: For the communication problems there are sometimes delays in billing.

Inventory Management: Inefficient inventory management can lead to either shortages of essential supplies or excess stock, both of which can cause operational disruptions and unnecessary costs.

Safety and Hygiene: A lack of clear safety signage and hygiene facilities can compromise employee safety and guest comfort.

Manual Tracking of lost and founds: Inefficient tracking can lead to items being misplaced or incorrectly labeled, further complicating the retrieval process. Manual logs for lost and found items are prone to errors, misplacement of records, or lack of timely updates.

Recommendations

Based on the findings, the following recommendations can be proposed to develop the overall service of housekeeping department:

Cross-Training for Housekeeping Staff: Housekeeping staff could benefit from cross-training in other departments, such as maintenance or front desk operations. This would improve their ability to handle guest requests independently and reduce delays in communication across departments, it would also increase staff flexibility in managing workload during peak times or emergencies.

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

Effective inventory management: Properly managing cleaning supplies and linens is essential to prevent shortages or overstock.

Safety signage: Using signs to warn of potential hazards and to direct employees to safety equipment and exits. Hygiene Facilities

Communications with other departments: Effective communication between housekeeping and other hotel departments is essential for seamless operations and high guest satisfaction. Clear communication helps resolve issues quickly, enhances operational efficiency, and ensures that all departments are working together to provide the best possible guest experience

Chapter -5

Conclusion

In conclusion 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. Hence, I outlined the objectives, major findings and recommendations of the study.

References

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