

Internship Report
On
The Operational Process of The Housekeeping
Department of The Sanya Edition

Submitted by

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Submitted to

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Date of Submission: 4/28/2025

Letter of Transmittal

Ms. Farhana Yeasmin Lina

Lecturer (Senior Scale)

Department of Tourism & Hospitality Management

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Daffodil International University

Subject: Submission of the internship report on The Operational Process of the Housekeeping Department of The Sanya Edition

Dear Ms. Yeasmin Lina,

I am pleased to present my internship report on Housekeeping Operations of The Sanya Edition. This report serves as one of the partial requirements of my graduation from Tourism and Hospitality Management under Daffodil International University. I immersed myself in different aspects of housekeeping operations, delving deep into preparatory work, cleanliness standards, and enhancing guest satisfaction. I invested efforts in researching ways to optimize operations and enhance guest experience.

Hereby, I want to use this moment to thank you and the whole housekeeping staff for your continuous guidance and support throughout my internship.

You have played an important role in the development of both my career and my comprehension of hospitality management concepts. please believe in this report, it, in fact, speaks all about the sophisticated efficiency of the housekeeping department.

Looking forward to your valuable feedback and recommendations.

Warm regards,

Tanjer Rahman

ID: 192-43-417

Intern, Department of Housekeeping

The Sanya Edition Hotel

Bachelor Degree in Tourism and Hospitality Management

Daffodil International University

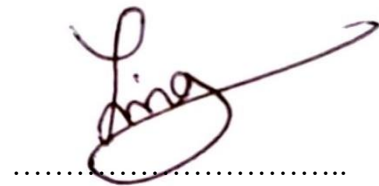
Certificate of Approval

I hereby confirm that Tanjer Rahman, ID: 192-43-417, has successfully completed his internship program under my direct supervision. Throughout the internship period, he has demonstrated dedication, professionalism, and a strong commitment to learning. As part of the program requirements, he has prepared an internship report entitled “Housekeeping Operations of The Sanya Edition.” This report has been meticulously structured and compiled in compliance with the prescribed academic guidelines and standards set by the institution.

The report provides an insightful analysis of the housekeeping department's operations, covering various aspects such as cleanliness management, guest service efficiency, staff coordination, and the implementation of modern housekeeping technologies. Tanjer Rahman has put significant effort into researching and documenting his practical experiences, ensuring that the report serves as a valuable reflection of his hands-on training and learning outcomes.

After careful evaluation, I certify that this report meets the necessary criteria and fulfills the academic requirements of his degree program. Therefore, it is officially approved for submission. I extend my best wishes to Tanjer Rahman for his future professional endeavors and commend his dedication throughout the internship period.

Signature



Ms. Farhana Yeasmin Lina

Lecturer (Senior Scale)

Department of Tourism & Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

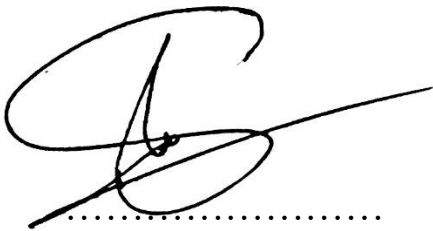
Student Declaration

I am deeply grateful to my teachers and colleagues for their invaluable guidance and support during my internship at The Sanya Edition Hotel, a prestigious global hospitality brand. This remarkable experience provided me with significant insights and practical knowledge about the hospitality sector.

I, Tanjer Rahman, a student of Tourism and Hospitality Management at Daffodil International University, Batch 17th, ID: 192-43-417 hereby declare that the report titled “Housekeeping Operations of The Sanya Edition” has been prepared exclusively to fulfill the academic requirements of my course. The content of this report is based solely on my personal experiences and observations during my internship at the hotel.

All analyses and information presented in this paper are my original work. Replica, duplication, or any unauthorized use of this report is strictly prohibited without prior written permission.

Signature,

A handwritten signature in black ink, consisting of a large, stylized 'R' followed by a horizontal line extending to the right. Below the signature is a dotted line.

Tanjer Rahman

ID: 192-43-417

Bachelor of Tourism and Hospitality Management

Faculty of Business & Entrepreneurship

Daffodil International University

Executive Summary

This report provides a detailed analysis of the Housekeeping Department operations at The Sanya Edition, a renowned luxury hotel in China, based on a one-year internship experience. Housekeeping plays a critical role in maintaining the hotel's high standards, ensuring a seamless and comfortable stay for guests. The report integrates theoretical knowledge with practical applications, offering a comprehensive understanding of housekeeping operations in a luxury hospitality setting.

The report begins with an introduction to the housekeeping operation and core activities of the Housekeeping Department, shedding light on its responsibilities in maintaining cleanliness, guest satisfaction, and operational efficiency. And also, background of the study, scope of the report, objectives of the study, methodology and limitation of the study. It explores how the department works in coordination with other hotel divisions to create a premium guest experience.

Chapter two provides an overview of The Sanya Edition, highlighting its mission, vision, and organizational structure. It examines the collaborative efforts across various departments and emphasizes the vital role of housekeeping in upholding the hotel's reputation for excellence.

The analysis chapter explores into the department's specific processes and procedures, offering insights into cleaning protocols, room inspections, and the integration of modern technologies. This section discusses key responsibilities undertaken during the internship, including room maintenance, linen inventory management, and coordination with other departments. The findings highlight the importance of efficiency, attention to detail, and teamwork in delivering top-tier hospitality services.

The Major findings and recommendation chapters shares insights gained during the internship, emphasizing the importance of maintaining high cleanliness standards, implementing effective training programs for housekeeping staff, and addressing challenges related to time management and unexpected maintenance issues. Based on these observations, recommendations are proposed to optimize operational efficiency and enhance guest satisfaction at The Sanya Edition.

In conclusion, the report underscores the critical role of housekeeping operations in delivering exceptional guest experiences within the hospitality industry. It reflects on the practical knowledge and skills acquired during the internship, bridging the gap between theoretical understanding and real-world application, and preparing the intern for future professional endeavors in tourism and hospitality management.

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Chapter -1

1.1 Introduction

An internship report serves as a platform for individuals to reflect on the tasks they performed and the valuable experiences and insights gained during their professional activities. In the dynamic field of hospitality management, where theory and practice intersect, such reports are essential. They offer a way to document and contemplate real-world experiences, providing a bridge between academic concepts and their application in the fast-paced hospitality sector. This report details the internship at The Sanya Edition Hotel, highlighting the various lessons, challenges, and achievements encountered. Each task and responsibility contributed to a comprehensive learning journey. The introductory section sets the stage for exploring the internship experience at The Sanya Edition Hotel, offering context for the subsequent thoughts, observations, and analyses. This internship provided an opportunity to engage with the complex responsibilities of Housekeeping operation, including maintaining cleanliness and hygiene, managing inventory, coordinating with other departments, and addressing various challenges and opportunities that arise. By providing a thorough analysis of the internship activities, this report aims to offer suggestions for enhancing Housekeeping operations to support The Sanya Edition in thriving within the competitive hospitality industry. Through this report, I hope to shed light on the often underappreciated but immensely critical role of housekeeping in creating a world-class hospitality experience. This experience has also given me a deeper appreciation for the behind-the-scenes efforts that define the essence of luxury and hospitality at its finest.

1.2 Background of the Study:

Housekeeping plays a crucial role in maintaining cleanliness, guest satisfaction, and operational efficiency in luxury hotels like The Sanya Edition. This study explores the department's daily functions, challenges, and contributions to overall hotel success, emphasizing the importance of maintaining high standards through efficiency, sustainability, and technology integration. My internship experience provided firsthand exposure to real-world housekeeping operations, bridging the gap between theory and practice. It allowed me to apply academic knowledge, gain industry insights, and understand best practices in hospitality management. This report not only serves as a personal reflection on my professional growth but also contributes to my university's Tourism and Hospitality Management Department by offering practical case studies, enhancing curriculum discussions, and improving internship programs. The findings can support future research on housekeeping efficiency, guest satisfaction, and sustainable hotel operations, benefiting both students and faculty. Through this experience, I aim to contribute valuable insights that strengthen the connection between academic learning and industry application.

1.3 Scope of the Report

This report provides a comprehensive analysis of the Housekeeping operational processes within the **Housekeeping Department** of **The Sanya Edition Hotel**. It explores key areas of housekeeping operations, including room cleanliness, maintenance coordination, inventory management, and the integration of modern technologies. The objective is to assess the department's efficiency and propose enhancements to elevate service quality and guest satisfaction.

The report examines core housekeeping operation such as room cleaning, linen management, and replenishment of guest supplies. It highlights the role of advanced technologies and management systems in streamlining housekeeping operations and ensuring consistency in service delivery.

Actionable recommendations are proposed, including optimizing staff training, implementing digital tools for task management, and improving interdepartmental coordination for enhanced efficiency.

1.4 Objectives of The Study:

The broad objective of the report is to analyze the Housekeeping operation in Sanya Edition Hotel.

Specific objectives are:

1. To analyze the coordination between the housekeeping and other departments
2. To explain the housekeeping operation of The Sanya Edition Hotel
3. To identify possible problems related to the housekeeping operation.
4. To provide recommendations based on the identified problems

1.5 Methodology:

This report uses qualitative research methodology, specifically descriptive research through secondary data from sources like

- Standard Operational Procedure (SOP) files of The Sanya Edition Hotel Journals,
- Official online platforms, and
- Online portals of The Daily Edition

.

1.6 Limitations of the Study

- a) Departmental Scope: This study focuses solely on the Housekeeping Department of The Sanya Edition Hotel, which may not fully represent the overall operations and management practices of the entire hotel.
- b) Restricted Access to Information: Due to organizational policies, access to certain confidential documents and internal data was limited, which may have impacted the depth and comprehensiveness of the analysis.
- c) Limited Internship Duration: The relatively short internship period restricted the scope of data collection and in-depth observation, potentially affecting the overall thoroughness of the findings.

Chapter-2

1.1 Hotel Profile

As a brand that is part of a global network of hotels, The Sanya Edition is a luxurious edition to the Edition Hotels family, with degree services tailored to meet everyone's needs; however, it is the Housekeeping Department and its continued work in keeping the hotel clean and in top shape that has contributed to the hotel's great service reputation. Located in Sanya, a beautiful city in Hainan, China, The Sanya Edition blends an orderly urban setting with modern lines and a still landscape perfectly. Opened in 2016, the hotel has become an immediate favorite among well-heeled travelers looking for luxe digs.

The Sanya Edition Housekeeping team pursues impeccable operational that goes beyond the expectations of guests and ensure a beautiful and exceptional stay. The department emphasizes this ideology by maintaining all rooms, common areas and facilities to an immaculate state, creating a refreshing environment for visitors.

2.2 Mission Statement of The Sanya Edition Hotel

The mission of The Sanya Edition Hotel is to exceed guest expectations in service, quality, and value while ensuring a safe, clean, and welcoming environment. The hotel is committed to maintaining the dignity of its team members, contributing positively to the community, and delivering optimal returns for its stakeholders.

- a. The hotel prioritizes cleanliness throughout the guest journey, from arrival to departure, to provide a secure and hygienic atmosphere.
- b. A focus on exceptional cuisine and top-notch hygiene reflects the hotel's dedication to guest well-being.
- c. The hotel operates a rewards system, encouraging guest loyalty through points and benefits.
- d. The Sanya Edition Hotel blends modernity with tradition, incorporating contemporary elements in its cuisine, hospitality, design, and wellness initiatives.

2.3 Vision Statement of The Sanya Edition Hotel

The Sanya Edition Hotel aspires to be a leader in the hospitality industry, driven by the expertise of its global executive team and a strong commitment to excellence. The hotel's vision focuses on delivering an exceptional guest experience based on respect and the provision of superior products and services. The hotel takes pride in incorporating and blending local traditions and cultures into its identity, reflecting this dedication throughout the entire establishment.

Goals:

The Sanya Edition Hotel aims for sustainable growth by:

- i. Continuously enhancing the quality of service.
- ii. Expanding and upgrading its facilities to meet the diverse needs of guests.

- iii. Establishing itself as a key player in the local tourism sector.
- iv. Actively engaging in community development and environmental sustainability efforts.

2.4 Organizational Structure of The Sanya Edition Hotel

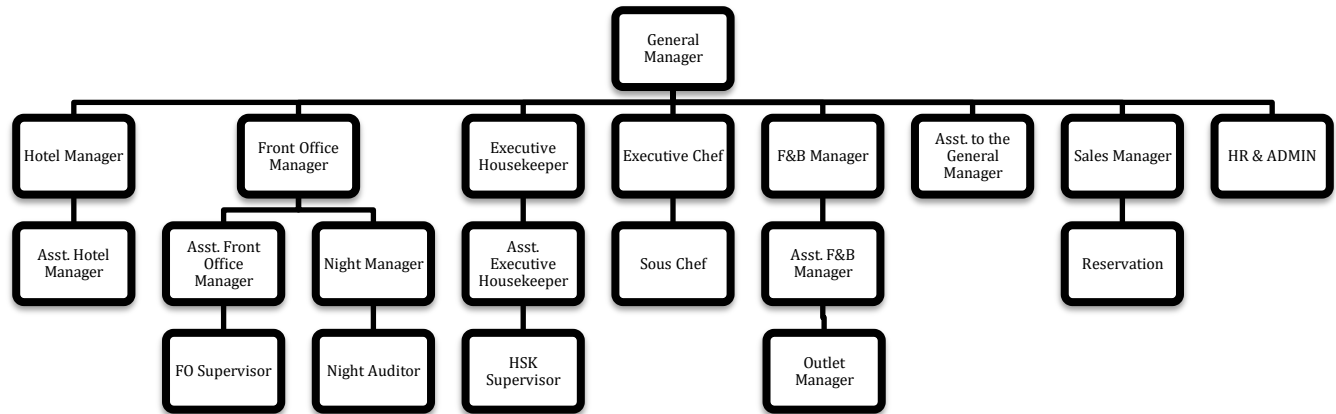


Figure-1: Organizational Structure of The Sanya Edition Hotel

This graphic illustrates the organizational structure that governs the operational control of The Sanya Edition Hotel, starting with top management and extending through various departments. It clearly shows the distribution of personnel across different areas, providing a comprehensive overview of the workforce's organization to ensure smooth hotel operations. The organizational chart is crucial for effective workforce allocation, promoting an efficient workflow, and fostering strong collaboration among the various operational units within the hotel.

2.5 Room types:

The Sanya Edition has 501 rooms and 12 exclusive villas, The Sanya Edition provides guests with a rich collection of luxe accommodations suited to their needs. There are the following room categories:

1. Garden View King: With more than enough room for two and an absurdly large king-sized bed, this is a great option for couples (or solo travelers who just want the space) who want to look out at the lush gardens surrounding the hotel.
2. Garden View Double: For families or groups, this room is tailored for you, featuring two double beds and plenty of space to unwind, with peaceful view over the garden.
3. Ocean View King: Offering stunning views of the South China Sea, this room has a king bed and modern amenities, ideal for guests seeking to keep in touch with nature while they're away from home.

4. Ocean View Double: A sizable choice for families or groups, with two double beds and expansive ocean views.
5. Executive Ocean View Room: An upgraded hotel room that looks over the ocean features even more indulgent touches for those who like the good life.
6. Ocean Front Room: Sitting up at the front of the property and directly on the waterline, you can be staring out over the ocean all day, every day if you are a sea lover.
7. Loft Studio: A contemporary-style open plan studio ideal for longer stays or guests who may need the extra space with high ceilings and modern flair.

2.6 Department Overseeing Operations at The Sanya Edition Hotel

The following provides a general overview of the departments typically overseeing operations at The Sanya Edition Hotel:

1. Front Office Department

The front office department of The Sanya Edition Hotel Manages guest check-ins and check-outs, handles inquiries, and ensures smooth guest arrivals and departures. This department oversees the daily guest experience, ensuring that services such as reservations, billing, and guest needs are promptly addressed.

2. Housekeeping Department

Ensures the cleanliness and upkeep of all guest rooms and public areas, including laundry services and replenishment of amenities. This department is responsible for maintaining cleanliness standards, supervising staff tasked with cleaning guest accommodations and public spaces, and managing linen services.

3. Food & Beverage (F&B) Department

Oversees dining services, including restaurants, room service, and all catering operations. And There are Seven restaurants and bar in The Sanya Edition Hotel such as: Beach Club, Sky Bar, Xianhai, The Egret, Privet table at The Floating Deck, Barbacoa, Market. This department manages inventory, menu planning, and ensures that food quality and service consistently meet the hotel's standards.

4. Maintenance Department

Responsible for maintaining the hotel's infrastructure, including plumbing, electrical systems, HVAC, and general upkeep. This department ensures the proper functioning of all hotel facilities by overseeing repairs and performing preventive maintenance.

5. Sales and Marketing Department

Promotes the hotel to prospective clients, manages reservations, implements marketing strategies, and develops pricing structures. This department focuses on boosting revenue, fostering strategic partnerships, and enhancing customer engagement to secure the hotel's optimal position in the market.

6. Human Resources Department

Manages recruitment, employee development, payroll, and overall staff welfare. Staff entertainments and activities. Organize events for staff entertaining such as: Labor Day, Golden week, Dragon Boat Festival, Chinese New Year, etc. This department oversees the hiring process, employee relations, and ensures that the hotel is adequately staffed.

7. Finance and Accounting Department

Oversees financial documentation, planning, and expense management. Ensures the hotel's financial stability by managing expenses, revenues, and ensuring compliance with regulatory requirements.

8. Security Department

Ensures the safety and security of guests, staff, and the premises. Manages surveillance, implements guest safety protocols, and coordinates emergency response procedures.

2.7 Products and Services at The Sanya Edition Hotel

The Sanya Edition Hotel offers a range of products and services aimed at providing a comfortable and enjoyable experience for guests. While specific details about the hotel's offerings may not be available, I can outline the standard amenities typically provided at most hotels, which are likely to be available at The Sanya Edition Hotel.

1. Accommodation

Guest Rooms: There are total 501 rooms and 12 villas including Garden View, Ocean View, Executive Ocean View, Ocean Front room and Loft Studio room.

Amenities: Comfortable bedding, air conditioning, high-speed internet, HD televisions, minibars, in-room dining services, for Toiletries, collaborate with the New York brand called Le'labo for Shampoo, Shower gel, Conditioner, body lotion, shaving kit.

Luxury Services: Premium amenities, high-quality bedding, and spacious suites designed for a luxurious stay.

2. Food and Beverage Services

Name of the Restaurants: On-site dining offering a variety of local and international cuisine. Such as

1. Xianhai: it's a local Chinese cuisine restaurant ocean view
2. Privet table at The Floating Deck: it's a customized dining restaurant specially for dinner and only open when guest wanted to
3. Barbacoa: This is an Indonesian cuisine restaurant operating by Indonesian chef de cuisine
4. Market: This is an international Cuisine all day buffet restaurant, mostly serve complimentary breakfast and dinner to in house guests

Name of the Cafes and Bars: Casual dining venues serving snacks and beverages throughout the day. Such as

1. Beach Club: Its a bar located near the beach serve mostly for snacks and drinks
2. Sky Bar: this is also a bar. They serve tea, coffee and cookies at morning and snacks and drinks at 5:00PM to 12:00AM
3. The Egret: The Jade Egret offers modern European cuisine, pre-dinner cocktails, and small plates in a yacht inspired space. The restaurant offers the opportunity for a sophisticated and social exploration of flavor that encourages guests to customize their dining experience.

In-Room Dining Service

The in-room dining service at The Sanya Edition offers guests the convenience of enjoying a curated selection of meals and beverages from the comfort of their rooms. Designed to enhance the luxury experience, this service ensures high-quality cuisine, seamless delivery, and exceptional hospitality.

Availability: 10:00 AM – 11:00 PM

Offerings: A diverse menu featuring a variety of meals and drinks to cater to different tastes and preferences.

Event Catering Services:

The Event Catering service is designed to provide a seamless and memorable dining experience for a variety of occasions. Whether it's an intimate gathering, a corporate meeting, a lavish wedding, or a large-scale conference, the hotel offers tailored catering solutions to meet the unique needs of each event.

Service Highlights:

- a. Customized Food Menus crafted to match the theme and preferences of the event.
- b. Professional Catering Team ensuring exceptional presentation and service.
- c. Versatile Event Support for meetings, weddings, conferences, and more.

3. Wellness and Spa

Spa Services: A range of treatments including massage therapy, facial treatments, and body therapies such as: massages, manicures/pedicures and facials.

Sauna and Steam Rooms: Relaxation facilities for guests to unwind and rejuvenate.

Fitness Center: A fully equipped gym with cardio machines, weights, and the possibility of personal training services.

4. Event and Conference Facilities

Meeting Rooms: The Sanya Edition has 25 meeting rooms. The meeting space is 21,727 sq ft and can accommodate up to 900 guests. This meeting rooms are designed for business meetings, conventions, and seminars.

Ballrooms: There are two ballrooms: The Forum Grand Ballroom and the Junior Ballroom. Spacious venues suitable for weddings, galas, and other social events.

AV Equipment: Projectors, screens, and sound systems available to support corporate events.

Event Planning: Professional services to organize weddings, conferences, and other special occasions.

Media Department: The Sanya Edition has their own media department for promotional activities of hotel and wedding photoshoot, videography, Cinematography etc

5. Transportation and Travel Assistance

Airport Transfers: Shuttle or private transportation services to and from the airport.

Car Rental: Convenient car rental options for guests wishing to explore the area.

Tour Desk: Help with planning excursions and sightseeing activities in the local area. And guests can book fun activities from the tour desk.

6. Business Services

Business Center: Equipped with computers, printers, fax machines, and internet access.

High-Speed Internet: Wi-Fi is available throughout public areas and in guest rooms. The whole hotel has internet access. Guest can use the internet anywhere from inside the hotel.

Concierge Services: For welcoming guests and assisting them by lifting their luggage and baggage's from lobby to their room. Assistance with transportation arrangements, restaurant bookings, and other personalized requests.

7. Guest Services

24/7 Reception: Front desk services available at all hours.

Laundry and Dry Cleaning: Convenient on-site laundry and dry-cleaning services for guests. Guest can call room service for laundry or dry cleaning service from 8am to 12am

Valet Parking: On-site or valet parking services to accommodate guest vehicles.

8. Luxury and Exclusive Offerings

VIP Services: The Sanya Edition has VIP lobby for Exclusive access to premium rooms, private check-in, and personalized attention.

Special Packages: Tailored offerings such as romantic escapes, wellness retreats, or family-oriented packages.

9. Sustainability Programs

Eco-friendly Amenities: Use of sustainable products, energy-efficient lighting, and water-saving measures. Such as: Toiletries amenities are refillable and provide customized aluminum cans water bottle to avoid plastics

Green Initiatives: Waste management systems, recycling programs, and the use of locally sourced products. Collect everyday trash and separating recyclable materials from general waste and sending them to recycling facilities.

Chapter -3

Analysis

3.1 Introduction

Analysis of the core services of the department offered are related to housekeeping operations at The Sanya Edition Hotel The branch of hospitality industry which has a significant responsibility towards the overall upkeep and hygiene of the hotel premises is housekeeping.

The housekeeping department at The Sanya Edition stands out for an even greater focus on the efficiency of operations. Getting the rooms ready on time, attention to detail, and coordination with other departments drives the success of the hotel. This is vital for improving guest satisfaction and the integrity of this luxury property.

The following are the key theoretical components of housekeeping operations:

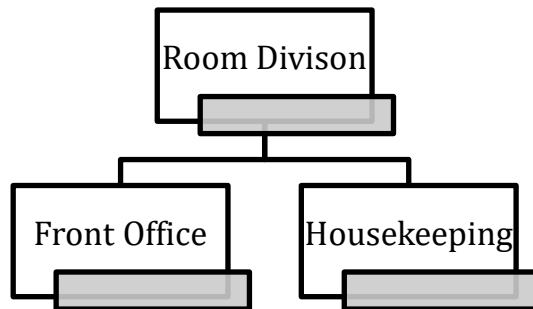


Figure -2: Parts of Room Division

3.2 To explain the housekeeping operation process of The Sanya Edition Hotel.



Figure-3: Housekeeping Main Services

The housekeeping team certainly does much more, but these key areas allow us to identify their work as an essential service.

- Room cleaning and set up to luxury standards.
- Laundry of guest clothing and linens, towels.
- Turn-down services to enhance the evening tranquility.
- Cleaning of public spaces to sustain the hotel's immaculate atmosphere.
- GSA (Guest Service Agent) support to respond to guest requests in a timely manner
- Lost and found provisions — the safe return of guest items handled with the utmost professionalism

Overview of Major Housekeeping Services

The next sections explain each step of housekeeping services with its importance in the efficiency of operation.

3.2.1 Full Day Service of The Sanya Edition:

Here is a detailed list of general cleaning services provided during a full-day housekeeping service: The service guarantees cleanliness, comfort, and that guest rooms and public areas are stocked at all times.

Full Day Service Operation Process:

- **Room Allocation:** To ensure systematic cleaning and efficient arrangement, rooms should be allocated to housekeeping staff in a well-organized manner. The allocation process should consider factors such as room occupancy status, priority areas, and staff availability. Housekeeping supervisors should assign rooms based on a structured schedule, ensuring an even distribution of workload among team members. Vacant and departure rooms should be prioritized for cleaning to accommodate incoming guests promptly. Additionally, occupied rooms should be serviced according to the hotel's standard operating procedures while respecting guests' privacy and preferences.
- **Cleaning the Room:** The room cleaning process involves a series of tasks aimed at maintaining cleanliness, hygiene, and comfort for guests. This includes vacuuming the floor and carpets to remove dust, dirt, and debris, ensuring a fresh and tidy appearance. Dusting is performed on all surfaces, including furniture, shelves, and decorative items, to maintain a neat and polished look. And making the bed.

- **Refilling amenities:** Refilling amenities is an essential part of room servicing to ensure guests have all necessary items for a comfortable stay. This process includes replacing used toiletries such as soap, shampoo, conditioner, body lotion, and shower caps. Fresh towels of different sizes bath towels, hand towels, and face towels, toilet tissues are provided, ensuring hygiene and convenience.

Minibar items such as bottled water, soft drinks, snacks, and alcoholic beverages are restocked according to the hotel's inventory policy. Other essential supplies, including coffee, tea, sugar, and creamers, are also replenished as needed.

- **Vacuuming and Mopping:** Vacuuming and mopping are essential steps in maintaining clean and presentable floors in guest rooms and common areas. Vacuuming is done to remove dust, dirt, hair, and debris from carpets, rugs, and hard floors. It helps maintain a fresh and tidy appearance while reducing allergens in the room. Special attention is given to corners, under furniture, and along edges to ensure no dirt is left behind. Door check and close, ensuring the guestroom doors are secured after cleaning.

- **Status Update:** Housekeeping staff must provide timely updates on the status of each room to ensure smooth hotel operations and effective communication between departments. After completing the cleaning process, the housekeeping team updates the room status, indicating whether it is vacant and ready for check-in (clean and inspected), occupied (currently in use), or still in progress (under cleaning or maintenance).

- **Supervisor Tour:** After housekeeping staff complete the cleaning process, supervisors conduct a thorough inspection, known as a supervisor tour, to ensure that all cleaning standards are met. This inspection involves checking every aspect of the room, including the cleanliness of floors, furniture, and bathrooms, as well as the proper arrangement of amenities and linens. Supervisors look for any missed spots, streaks, or dust, ensuring that surfaces are spotless and polished. They also verify that the bed is neatly made, toiletries are replenished, and the minibar is stocked according to hotel standards.

3.2.2 Turn-Down Service of The Sanya Edition Hotel

Turn-down service is the preparation of a guest's room for the evening, turning down the bed linens and making the room appropriately inviting for sleep. That can include everything from turning down the comforter on the bed and changing the lighting to a warmer, more relaxing setting, through to rearranging the room to provide the best space for guests to relax.

This service is usually done from 5 PM to 10:30 PM allowing guests returning back to a calm and cozy environment post their activities. During my internship, I spent two months on the morning shift as a room attendant until which I was transferred to the turn-down service team. Turn-down service is a hallmark of luxury hospitality, particularly at a high-end brand like The Sanya Edition.

Turndown Service is a premium evening housekeeping service provided in luxury hotels to prepare the guest's room for a restful night. It includes the following steps:

Refreshing the Room: Light cleaning is performed to maintain a neat and comfortable environment. Housekeeping staff tidy up any clutter, wipe down surfaces, and empty trash bins to ensure the room remains fresh and inviting.

Bed Preparation: The bed is carefully arranged for a cozy sleep. This includes folding down the top portion of the blanket or duvet, arranging pillows neatly, and sometimes placing a small gift or chocolate on the pillow as a thoughtful gesture. Some hotels may also provide a bedtime story card or a personalized note for added charm.

Adjusting Lighting & Curtains: To create a relaxing ambiance, the room's main lights are dimmed, bedside lamps are turned on, and blackout curtains or blinds are drawn to block outside light, promoting a peaceful sleeping environment.

Restocking Essentials: Housekeeping ensures that necessary items such as bottled water, fresh towels, toiletries, and slippers are replenished. If the room has a minibar, essential beverages or snacks might also be checked and restocked as per the hotel's policy.

Adding a Personal Touch: Many high-end hotels enhance the turndown experience with special touches like a weather forecast card for the next day, an aromatherapy pillow mist, a bedtime tea selection, or a soft instrumental playlist. These details make the guest feel valued and contribute to a memorable stay.

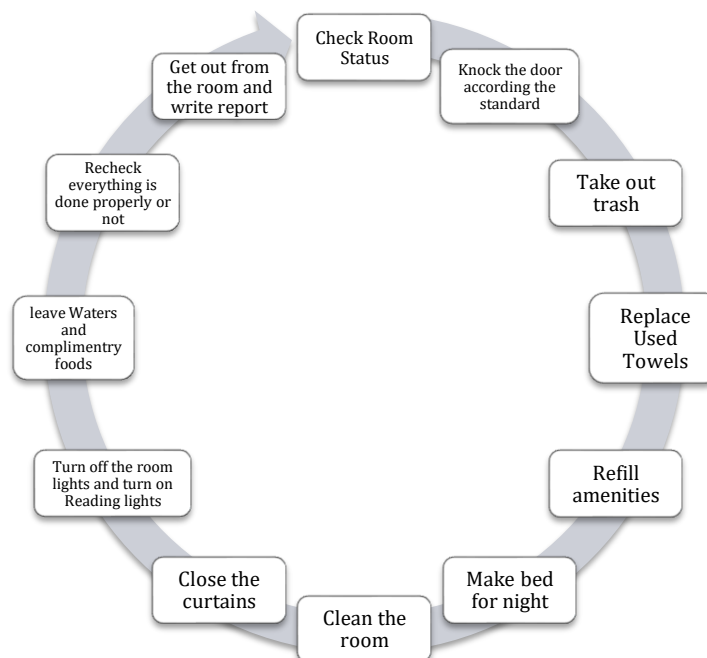


Figure-4: Step of Turndown Service

3.2.3 Laundry Services of The Sanya Edition:

Laundry services are necessary to keep up the cleanliness and look of linens, towels, and guest clothes. This is a service that has a considerable impact on the overall guest experience and thus also helps to elevate the luxury image of the hotel.

Laundry Services – Processes Involved

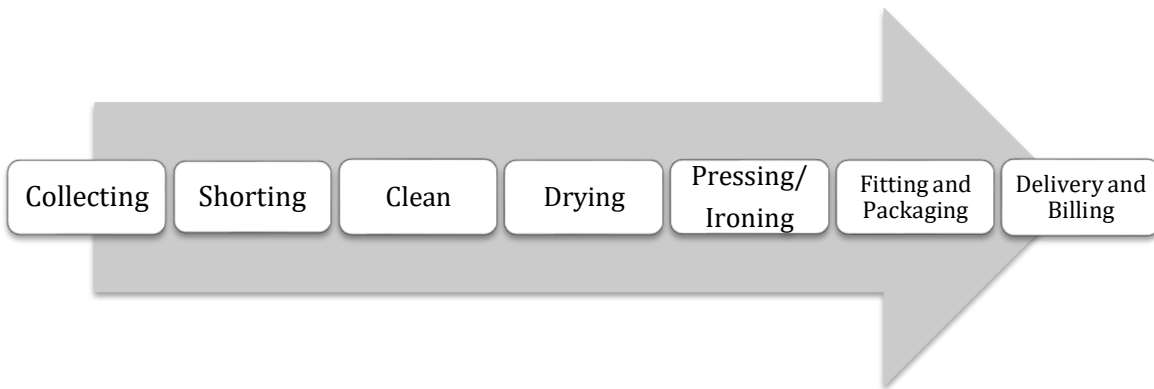


Figure-5: Step of Laundry Service

- **Collecting:** After a guest requests laundry services, the housekeeping team collects the items and fills in a checklist.
- **Sorting:** Separate the garments according to fabric type, color and cleaning guidance.
- **Clean:** Clean/disinfect with appropriate detergents/ stain removers.
- **Drying:** Use varying drying techniques based on fabric to avoid damage, with air drying for sensitive pieces.
- **Pressing/Ironing:** To a polished, crisp look, get rid of wrinkles.
- **Fitting and Packaging:** Fold or hang items properly for delivery
- **Delivery and Billing:** Deliver cleaned items and update guest billing.

3.2.4 GSA/Runner Service:

Guest Service Agent (GSA) or Runner in housekeeping is one of the key roles takes charge of clear guest needs in a timely and efficient manner. Well, this role acts as a link between guests and the housekeeping departments, ensuring guest comfort and satisfaction.

What TYPE of requests does GSA handle?

- i. Additional Bedding: Offer spare pillows, blankets, or mattress toppers.
- ii. Child-Related Items: Provide baby cribs, highchairs or childproofing tools.
- iii. Medical Requirements: Book wheelchairs, shower chairs or additional towels for medical reasons.
- iv. Room Changes: Help arrange or move furniture for in-room dining setup.

Handling Process:

Processing the Request: This is done to confirm and validate that you have received the request

Coordination Execution: Work with other departments as needed.

Delivery: Take care when delivering items to ensure they meet the guest's expectations.

Follow-Up: Make sure the guest is satisfied.

Lost and Found Management

In housekeeping lost and found, all those items that guests forget, such as jackets, pants, shoes, bags, or even toys, are documented and safely stored in a lost and found file, and in most cases, returned to the guest. It also maintains professional standards and helps build guest confidence.

Key Activities:

- a. "Lost and Found" Tracking: Log relevant details, such as description, location, and date in a book or digital system.
- b. Storage in Secure Conditions: Store items in such a way so that it can be easy to identify the type of items.
- c. Guest Communication: Communicate with guests for item pick-up or shipment arrangements
- d. Retention Period: Set specific guidelines on the retention period for items before disposal or donation.
- e. Guest Retrieval: Validate ownership and track returned items, documentation important

3.2.4 Public Area Cleaning

Cleaning of public areas ensures that areas available to all guests and staff are properly maintained so everyone has a favorable impression and is comfortable and safe.

Examples of Public Areas:

- I. Hotel Lobby and Reception: Cleaning of floors, furniture and counters on a regular basis to ensure a pleasing atmosphere.
- II. Corridors and Hallways: Must be free of obstruction, well-lighted, and debris free, regular vacuuming and cleaning.
- III. Restrooms: Ensure frequent cleaning and disinfection and restock supplies.
- IV. Dining and Lounge Areas: Clean tables, chairs, and serving counters.
- V. Event Spaces/Conference Rooms: Clean and prepare spaces for use before or after an event.
- VI. Elevators and Staircases: Frequently disinfect high-touch surfaces, such as buttons and handrails.
- VII. Gym and Recreation areas: Disinfecting equipment and clean mirrors and floors.
- VIII. Outdoor Areas: Sweep the gardens and entryways, pick up trash, and maintain landscaping.

Regular Cleaning in Public Spaces:

- a. Cleaning floors by sweeping, mopping and vacuuming
- b. Dusting and polishing surfaces
- c. Removing garbage and replacing supplies.
- d. Cleaning and disinfecting frequently touched surfaces.
- e. Inter-departmental Housing Coordination

For smooth operations and excellent guest experience, it is important that housekeeping works in close sync with other departments. Due to the nature of hotel operations, housekeeping needs to communicate frequently with different departments to offer smooth and smooth services.

3.2.5 Key Areas of Coordination:

Key areas of coordination in housekeeping are essential for maintaining smooth operations and enhancing guest satisfaction. One of the primary objectives is ensuring efficient room readiness. This involves coordinating with the front office to receive updates on guest check-ins, check-outs, and special requests, allowing housekeeping to prioritize the cleaning of vacant rooms and prepare them for incoming guests.

Maintaining high standards of cleanliness is another important goal. Housekeeping must work closely with the maintenance or engineering department to address any room repairs, such as broken fixtures or malfunctioning equipment. Collaboration with other teams ensures that both guest rooms and public spaces meet cleanliness standards, contributing to a pleasant environment for guests.

Front Desk: The housekeeping department collaborates with the front desk team to communicate critical information about guest preferences, special requests, and room status. Even timely updates on cleaned and inspected rooms help facilitate a smooth check-in process. Similarly, housekeeping staff needs to immediately notify the front desk about found items so they can be returned to the guest as soon as possible.

Maintenance/Engineering: Housekeeping services are key to reporting maintenance problems, from leaking taps to damaged furniture and faulty air-conditioning units. Timely communication makes sure that these issues are resolved quickly and do not affect the guest experience.

Food and Beverage (F&B): Cooperation with the F&B department is a must for offering services such as in-room dining, banqueting and VIP guests' requests. Housekeeping prepares rooms as needed for any F&B service while partnering to keep public areas clean in restaurants and event spaces.

Security: Housekeeping collaborates with the security department to ensure a safe environment for guests and staff. It encompasses things like key control, surveillance spinney, and fielding during fire drills and evacuations.

Laundry Department: Uniform, linen, and towel supply should never cease for the housekeeping department as the laundry department needs to work hand in hand with the housekeeping. Communication is also key to handling guest laundry requests and fulfilling delivery timelines without sacrificing quality.

Sales and Marketing: Housekeeping contributes to sales and marketing initiatives by cleaning and preparing spaces for promotional events, photo shoots, or VIP client visits. The feedback received from guests through any sales or marketing channel can be channeled to the housekeeping department to improve the cleanliness and service standards.

Chapter -4

Findings & Recommendation

Major Findings

The internship at The Sanya Edition Hotel presented me with numerous major glimpses of its housekeeping department. It has actually given us a complete overview of its strengths and things that need to be improved. Here are detailed observations for each key area:

Full Day Service

The total-day service model proved an operational success, with staff facilitating timely bedroom turnover. Attention to detail in preparing guest rooms and providing amenities also played an important role in satisfying hotel guests. Guests liked a proactive approach by housekeeping staff, who frequently anticipated needs before guests knew they needed something.

There were minor delays in room preparation during peak check-in and check-out hours. This has been predominantly attributed to high workloads and uneven distribution of members of staff. Additionally, feedback suggested improved communication between front desk and housekeeping would allow for even greater efficiencies.

Turn-Down Service

Turn-down service was a highlight for many guests: bed linens folded into neat rectangles, lights turned down low, treats left on pillows (chocolates, mints). These details underscored the department's commitment to luxury and guest comfort.

A frequent comment was inflexibility of service timing. Those who returned to their rooms earlier in the evening sometimes discovered their turn-down service was not finished. Implement define schedules, along with customizable time slots, to solve this issue.

Laundry Services

Their emphasis on attention to detail in the laundry department was also applauded, ensuring that garments and linens were cleaned, pressed and delivered in immaculate condition. Special handling for delicate fabrics and availability of express service were appreciated by guests.

While the staff leaves no room for service improvement points, some guests did have comments about transparency and price clarity regarding various laundry items. The return of laundered items was also delayed slightly, especially during periods of high occupancy. The delays caused by tracking goods in these metallic boxes via scanning could be eliminated by a digital tracking system.

Guest Service Agent (GSA) support

The GSAs were vital in connecting the guest to the housekeeping team. Guests were impressed by their professionalism, courteous demeanor and ability to efficiently fulfill requests, including extra pillows or other special arrangements.

Guests said GSAs might be more proactive in communicating what services are offered, from in-room dining to local tours. In time, they could benefit from an enhanced training program around guest engagement and personalizing service delivery.

Public Area Cleaning

Overall, the hotel was well maintained in the public areas — lobby, hallways and dining areas — showing they care about cleanliness and providing a good experience for guests. Regular maintenance of busy areas like the gym and various recreational spaces made an impression on guests.

Feedback has included requests for more frequent cleaning of restrooms and elevators during peak hours. Also, guests felt that increased visibility of housekeeping staff in larger public areas would help with accessibility and immediate assistance at times of need.

Lost and Found Services

The system the department had for handling lost and found items was well-organized, with the entire process of documentation and storing the item to return to guests being well-done. They returned the majority of items to their rightful owners earning the trust and appreciation of the guests.

Though the existing structure works, switching to online lost and found records could continue to streamline the process. Automating the process with features like photo documentation of found items and automatic guest notifications can expedite and sharpen the process.

Recommendation:

This dedication to cleanliness, efficiency, and quality allows the housekeeping department at The Sanya Edition Hotel to meet the high standards of guest service and satisfaction. But there are opportunities to improve in service timing, inter-departmental communication, and the adoption of digital instruments. By improving these areas, the department can further establish itself as a cornerstone of the company's success while also improving the overall guest experience.

The housekeeping team at The Sanya Edition Hotel runs smoothly and, by and large, high standards of service are maintained, there were few challenges noticed during the duration of internship. These are minor problems, but they are points to address and address as they may greatly improve operational efficiency and guest satisfaction. The major issues detected are:

(cross-training for housekeeping staff)

•Problem:

Cross-training in the housekeeping department was a clear problem. Staff training was typically limited to a formalization of when what needed to be performed, particularly for housekeeping room attendants. During high pace periods this resulted in less flexible response to guests' requests. The lack of cross-departmental training did occasionally result in response times taking a little longer, when staff members were unable to temporarily fill in and assist in other areas.

•Impact:

The inability to dynamically re-allocate resources resulted in service bottlenecks during peak hours–relations resulting in sudden surges in guest requests–process interpretively breaking down into phase transitions during shifts changeovers. That also had an impact on team morale, as staff trained in only a single role could feel overwhelmed when suddenly asked to step outside the scope of work they had been specifically trained to perform.

•Solution:

By implementing a cross-training program, staff could help in various areas like laundry, public area cleaning, and guest service where possible, therefore minimizing delays and ensuring operational flow is maintained. Cross-training can also drive teamwork and relieve stress during hectic times.

Communication Gaps Among Departments

•Problem:

During the internship, communication gaps between housekeeping and various departments including maintenance, the front office, and food and beverage were noticed. Though staff did their utmost to deliver high service levels, this did result in some breakdowns in the flow of information between departments. Maintenance problems, for instance (broken air conditioning units), were not always quickly communicated to housekeeping and presented delays in resolving guest problems. Likewise, the front desk also did not always have an up-to-date information about room status in real time.

•Impact:

This lack of communication resulted in prolonged guest issue resolution times and a disjointed guest experience. There were coordination issues that could be equal to an inconvenience for guests, including delays in room service or the inoperative of room amenities.

•Solution:

Enter however an in-house communication system and a centralized piece of software, the front desk can update the request, housekeeping can see the guest request so there is no delay or asking questions that were already answered. Regular team briefings and daily handovers between shifts can help if communication flow is an issue.

Poor Inventory Management

•Problem:

Housekeeping supplies and laundry presented a challenge in terms of inventory management. Shoddy, inefficient tracking resulted in either shortage of anything critical (such as towels, toiletries and cleaning supplies) or over-stockpiling, both of which added to needless storage expense. Staff had to make impulse buys in some cases, disrupting their work schedules and raising costs.

•Impact:

Because of the busy times they had chemicals running out, and that caused not being supplied to the rooms. Conversely, overstocked items took up space in the warehouse, creating a state of confusion and complication in the arrangement of these items.

•Solution:

Better House-keeping for the department of housekeeping, the introduction of a real time inventory management by stock levels helps track demand and timely ordering. This system would enable staff to reorder supplies automatically, preventing both shortages and overstocking. Implementing frequent audits and enhancing partner coordination will also boost inventory management.

Safety and Hygiene Concerns

•Problem:

Safety and hygiene protocols have not always been as visible or emphasized as they should have. In certain areas open to the public, like restrooms and back-of-house storage rooms, cleanliness standards weren't always upheld. There were also no clear indicators of hazards in some areas of the hotel, including areas with cleaning chemicals and other contact points like kitchens or storage areas.

•Impact:

The Precheck provided for everyone a safe space for guests to unwind, but the safety signs were used less than expected. Really, cleanliness was not their peak point, Despite having well-trained staff members. Likewise, both guests and housekeeping staff were at risk when cleaning chemicals were left around without appropriate warnings.

•Solution:

(Note: These issues could be mitigated by ensuring the regular cleaning/disinfecting schedule of the gym facility and placing safety signs in appropriate hazards zones.) Further, training housekeeping on the use of safety equipment (particularly gloves and masks) and enhancing hygiene processes would also help ensure a clean and safe environment.

Lost and Found Items Manual Tracking

•Problem:

This manual process of pausing the lost and found system was not without faults; errors were made resulting in discrepancies or simply a delay in returning lost items to hotel guests. Staff did this by using physical logs to record items that were found, which led to issues when trying to track items, particularly when dealing with large amounts of them.

•Impact:

Lost and Found Process: The data highlighted inefficiencies in the lost and found process, leading to frustration for both guests and housekeeping staff. In other instances, guests' belongings were slow to return, or items were erroneously lost.

•Solution:

Many such issues could be resolved by a lost and found of the digital variety. This establishes a mechanism for documenting found items with photographs and guest notification so belongings can be returned efficiently and accurately.

Summary of Problems

Although The Sanya Edition Hotel's housekeeping department is strong in many areas, these issues highlight areas to grow. Also focused on areas like cross-training, inter-departmental communication, better inventory management, safety, and even lost and found automation which again will help improve overall service delivery.

By tackling these issues, the hotel can guarantee smooth operations within the housekeeping department, leading to improved efficiency, guest satisfaction, and operational effectiveness.

Chapter-5

Conclusion

To summarize, this internship report sheds light on the crucial contribution of the Housekeeping Department in The Sanya Edition Hotel towards maintaining operational excellence and ensuring guest satisfaction. I vividly saw how the department is the backbone of the hotel, providing call to action for the hotel to keep guest rooms, public areas, and amenities up to the standards the guest expects. All of the primary components of housekeeping operations, including full-day services, laundry services, turn-down services, and guest support, converge and critically shape the overall quality of the customer experience. The department is an integral part in maintaining the luxury image and excellence the hotel is known for, with a commitment to cleanliness, attention to detail, and coordination with other hotel departments. The department does well in a lot of respects, but there are some challenges and room for improvement including communication breakdown between departments, inefficient tracking of inventory and manual tracking of the lost and found. While not critical, such issues are points to improve use in quality of service and efficiency going forward. Overcoming these challenges can help further boost the operational prowess of the housekeeping department and allow it to deliver an even better guest experience. Internship experience is an overall new approach towards the housekeeping operations of a luxury property. I have learned that these do not end at the restaurant door, that careful attention to detail, timely and proper communication, and a commitment to ongoing training all contribute to providing a memorable experience for the guest. Moreover, the firsthand experience has provided me with the practical know-how required for success in the hospitality business.

By the end of writing this report, I realized how much I have learned from this internship. I will certainly take this knowledge with me in my future career in hospitality management, and cannot wait to apply this in real world situations. The Housekeeping Department at the Sanya Edition will remain a cornerstone of the success of the hotel as it continues to focus on operational efficiency and guest satisfaction.

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