

Housekeeping: the unsung heroes of the hospitality industry

Various departments of a hotel contribute to an enjoyable stay - small things like a warm welcome at the door or a speedy check in can create a great impression with guests. However, one aspect of your stay is often underrated and overlooked, housekeeping.



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Housekeeping is a vital mechanic that has the potential to make or break an establishment's reputation. "The way in which a room is cleaned, tidied and presented to its guests is in direct relation to the level of service the hotel prides themselves on. Housekeeping provides guests with a clear indication of how they are valued," explains Paul Duverge, general manager of Menlyn Boutique Hotel.

Dependent on the rating of the hotel at which you stay, standards and the level of housekeeping may vary. "Remember, hotels with various ratings may not provide the same service, however, having said this, no hotel should compromise on the cleanliness of their establishment," adds Duverge.

Housekeeping comprises of many different aspects such as the cleaning of guest rooms, public areas, carpets, furniture, metal wares, etc. "For many hotels, big and small, the housekeeping staff are the unsung heroes of their establishment and more often than not go unnoticed. Housekeeping staff ensures that the rooms are cleaned daily, stocked with in-room amenities and that common areas like the reception and restaurants are presentable, tidy and welcoming," explains Duverge.

Although housekeeping staff does not necessarily interact with their guests on a daily basis, the quality of their service is critical in moulding the experience and memories their visitors will take with them when they leave. “A guest who has had a wonderful experience at a hotel will most likely return in future, ensuring customer loyalty for the business,” says Duverge.

The role of housekeeping staff is vital for any hotel that wants to maintain a high level of success in the hospitality industry. “Housekeeping is not just about cleanliness but is in fact about the standard. It is one of the most important services a hotel can offer and, therefore, time should be dedicated to training staff correctly to ensure an enjoyable and pleasurable experience is had for their guests,” concludes Duverge.

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