



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Lodging

INSTRUCTIONAL AREA
Operations

HOTEL AND LODGING MANAGEMENT EVENT

PARTICIPANT INSTRUCTIONS

PROCEDURES

1. The event will be presented to you through your reading of these instructions, including the Performance Indicators and Event Situation. You will have up to 10 minutes to review this information to determine how you will handle the role-play situation and demonstrate the performance indicators of this event. During the preparation period, you may make notes to use during the role-play situation.
2. You will have up to 10 minutes to role-play your situation with a judge (you may have more than one judge).
3. You will be evaluated on how well you meet the performance indicators of this event.
4. Turn in all your notes and event materials when you have completed the role-play.

PERFORMANCE INDICATORS

1. Explain how frequency schedules are determined for guestroom cleaning
2. Identify criteria for guestroom cleaning
3. Estimate time for cleaning guest rooms
4. Inform staff of priority of cleaning rooms
5. Explain security considerations in hospitality and tourism

EVENT SITUATION

You are to assume the role of an INTERN at RIVERVIEW HOTEL. The general manager, Mr./Ms. Rivers (judge) has asked you to develop a plan to alleviate housekeeping challenges due to shortages.

RIVERVIEW HOTEL is a 450 suite hotel that does a large number of events because of its large convention center connected to the hotel. The hotel attracts conferences that cater to the whole family because of the waterpark that is located in the hotel. Often the hotel hosts more than one large conference and the housekeeping staff is required to manage room turnovers for new guests checking in by 4 pm as well as cleaning rooms of guests already staying in the hotel.

Staffing has been low for a number of months and while human resources is trying to attract additional housekeeping staff, there are few applicants and high occupancy in the hotel for the next three months. In addition, the current staff has expressed issues with finding rooms unoccupied to clean before noon with family members hanging around and then they are rushed to clean all the rooms between noon and 3pm. Management has also dealt with complaints that guests that have left their rooms unoccupied so they could be cleaned have returned to see that this was not done. Recently, there was an incident in which a housekeeper was cleaning and someone posing as the guest of that room walked in and stole several items while she was cleaning.

Mr./Ms. Rivers has asked you to come up with some ideas to alleviate housekeeping challenges due to shortages. You will present ideas about:

- How other departments might be able to help
- Ways we could offer cleaning services that would meet guests' needs without disrupting their stay
- What housekeeping staff could improve guest security when cleaning

You will share your ideas with Mr./Ms. Rivers in a meeting to take place in their office. The general manager will begin the meeting by greeting you and asking to hear your ideas. After you have shared your ideas and have answered the general manager's questions, they will conclude the meeting by thanking you for your work.

JUDGE'S INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE'S ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Procedures
2. Performance Indicators
3. Event Situation
4. Judge Role-play Characterization
Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
5. Judge's Evaluation Instructions
6. Judge's Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of MR./MRS. RIVERS, the general manager of RIVERVIEW HOTEL. You have asked your intern to develop a plan to alleviate housekeeping challenges due to shortages.

Staffing has been low for a number of months and while human resources is trying to attract additional housekeeping staff, there are few applicants and high occupancy in the hotel for the next three months. In addition, the current staff has expressed issues with finding rooms unoccupied to clean before noon with family members hanging around and then they are rushed to clean all the rooms between noon and 3pm. Management has also dealt with complaints that guests that have left their rooms unoccupied so they could be cleaned have returned to see that this was not done. Recently, there was an incident in which a housekeeper was cleaning and someone posing as the guest of that room walked in and stole several items while she was cleaning.

You have asked the intern (participant) to come up with some ideas to alleviate housekeeping challenges due to shortages. You will present ideas about:

- How other departments might be able to help
- Ways we could offer cleaning services that would meet guests' needs without disrupting their stay
- What housekeeping staff could improve guest security when cleaning

The participant will present his/her ideas to you in a role-play to take place in your office. You will begin the role-play by greeting the participant and asking to hear about his/her ideas.

1. Utilizing your plan, how do we ensure that customers staying several nights are satisfied with the cleanliness of their room?
 - a. *Possible Solutions: If the participants suggested that guests staying 2-3 days receive only making of the beds, replenishment of towels and other amenities, emptying of garbage, wipe down of bathroom fixtures, and a quick vacuum, the participant might suggest that there is signage in the room stating that this is what will be done and if they would like a more thorough room cleaning they should dial "O" and schedule a time for a thorough cleaning.*

2. In a busy hotel that is handling multiple conferences and short on staff, how can we ensure that rooms are not missed?
 - a. *Possible Solutions: Communication between front desk and housekeeping staff is important. Housekeeping needs to know which room are being vacated and must be cleaned prior to new guests. Guests that are staying are more likely to vacate the room early in the day. If staff plans activities that will increase the likelihood of vacated rooms, they should inform housekeeping staff in reports. Catering and Sales need to inform housekeeping of conference schedules to help prepare when rooms will most likely be vacated. Housekeeping staff needs to prioritize room cleaning and keep adequate reports to ensure that a room is not missed.*

Once the participant has answered your questions, you will conclude the meeting by thanking the participant for their suggestions.

You are not to make any comments after the event is over except to thank the participant.

JUDGE'S EVALUATION INSTRUCTIONS

Evaluation Form Information

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators being demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event.

Performance Indicator Information

1. **Explain how frequency schedules are determined for guestroom cleaning:** Frequency schedules indicate how often items on guest room lists are to be cleaned or maintained. Items that must be cleaned on a certain basis become part of a routine guest room cleaning cycle. Housekeeping department should implement a routine cleaning cycle as part of their standard operational procedures.
2. **Identify criteria for guestroom cleaning:** It is important for housekeeping staff to maintain a sense of cleanliness and homeliness by fulfilling the frequency schedule as identified by the hotel.

An example would include daily: cleaning door locks and chains; vacuum room; mop floors tiles; dust all wood works, electronics and telephone; wet dust paintings and mirrors; replenish all guest amenities; damp-dust bathroom doors; clean bath tub and grab bars; damp-dust shower curtain; check and clean bathroom fixtures and faucets; clean toilet, flush handle and seats; and empty and clean sani-bins. Every two days you should: change bed spreads and bedding and damp dust bathroom mirrors. Weekly staff should check and clean lights and switches, dust walls; clean and dust AC vents; damp dust the head boards; clean dressers; clean nightstand; clean lamp shades, lamps and bulbs; vacuum chairs and sofa; polish picture and mirror frame; dust closet and safe; wet dust mini bar; polish mirrors; and check and clean tissue holders. Monthly staff should clean ceiling; buff floor times; clean windows, drapes and tracks; clean windows; clean shower heads; scrub and wash shower curtains; and dust and clean exhaust vents.

3. **Estimate time for cleaning guest rooms:** To counter the time commitment, hotels must have productivity standards to keep housekeepers on a schedule that maximizes the efficiency and minimizes wasted resources and time.
4. **Inform staff of priority of cleaning rooms:** It is important to maintain the efficiency of housekeeping and insure that all expectations are met.

Cleaning is an important aspect of the guests stay. If the room does not meet the expectations of the guest, they will not return and will complain to others. Hotels also need to be aware of hotel turn over and importance of getting new room cleaned before check in time. When the guest is new to the room, there is a higher expectation of cleanliness. Some guest with extended stays may be flexible about daily cleanings and guest take towels or be fine with light cleaning

every other day. The expectations of the guest need to be met so some communication made be required. An example is Marriott's guest points for skipping room cleaning.

5. **Explain security considerations in hospitality and tourism:** With regards to safety and property loss within the guestrooms with respect to housekeeping, certain procedures need to be in place. This will include screening of employees, proper securing of rooms during and after cleaning, and policies for guests entering and leaving the room when cleaning is taking place.



HOTEL AND LODGING MANAGEMENT, 2018

Participant: _____

JUDGE'S EVALUATION FORM
DISTRICT EVENT

I.D. Number: _____

INSTRUCTIONAL AREA

Operations

Did the participant:

		Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS					
1.	Explain how frequency schedules are determined for guestroom cleaning	10-11	12-13	14	
2.	Identify criteria for guestroom cleaning	10-11	12-13	14	
3.	Estimate time for cleaning guest rooms	10-11	12-13	14	
4.	Inform staff of priority of cleaning rooms	10-11	12-13	14	
5.	Explain security considerations in hospitality and tourism	10-11	12-13	14	
21st CENTURY SKILLS					
6.	Reason effectively and use systems thinking?	4	5	6	
7.	Make judgments and decisions, and solve problems?	4	5	6	
8.	Communicate clearly?	4	5	6	
9.	Show evidence of creativity?	4	5	6	
10.	Overall impression and responses to the judge's questions	4	5	6	
TOTAL SCORE					

Exceeds Expectations

Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator

Meets Expectations

Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89th percentile of business personnel performing this performance indicator

Below Expectations

Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69th percentile of business personnel performing this performance indicator