



FLOOR PANTRY /
HOUSEKEEPING
PANTRY

Housekeeping Pantry



LAYOUT OF FLOOR PANTRY



LAYOUT OF A FLOOR PANTRY



Floor linen layout / floor pantry / MAIDS room

- a) Shelves/racks



Floor linen layout / floor pantry/ MAIDS room

- b) Cupboard



Floor linen layout / floor pantry/ MAIDS room

- c) Janitors closet



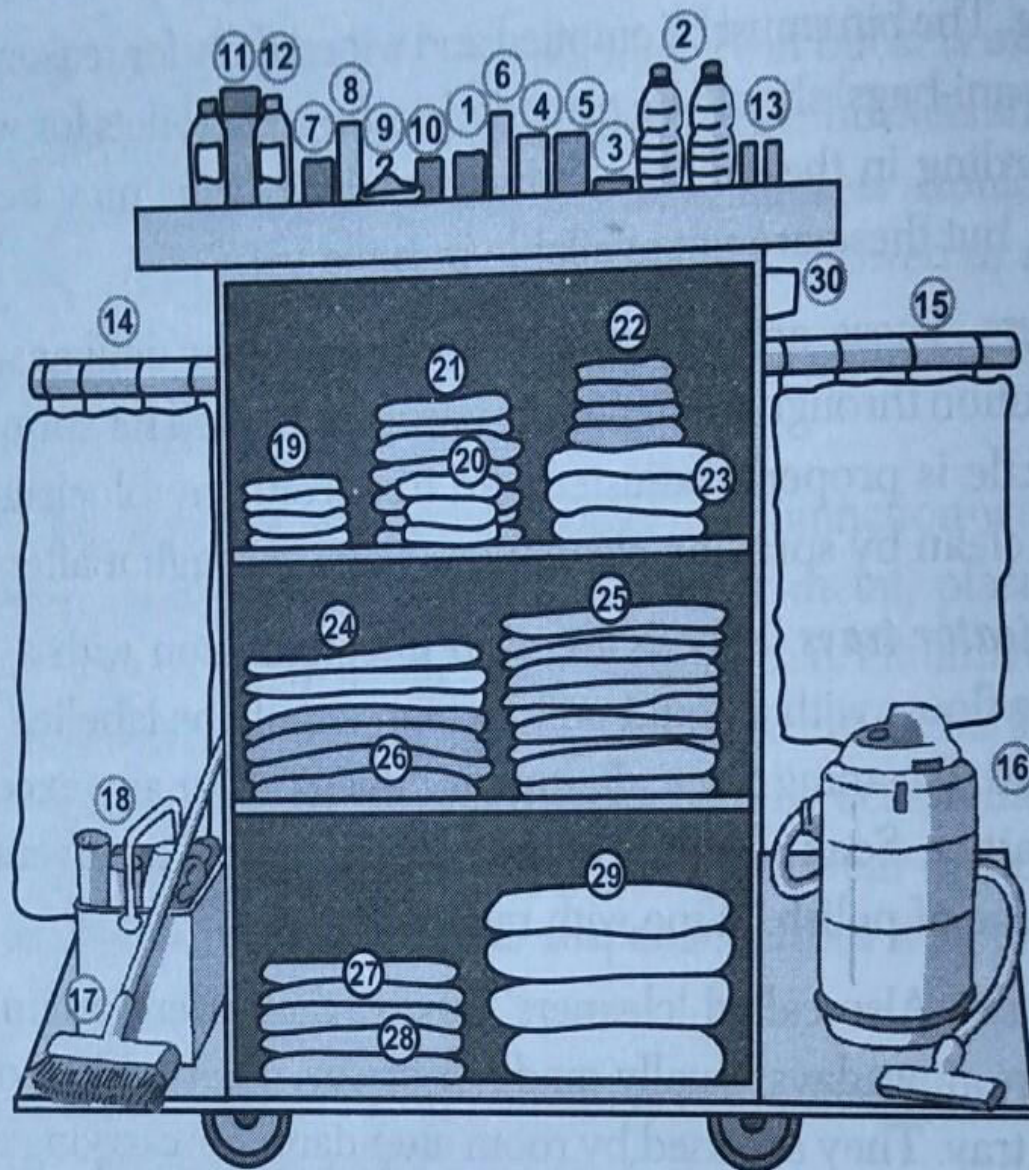
Floor linen layout / floor pantry/ MAIDS room

- d) Linen hamper





Hotel Housekeeping: Operations and Management



1. Water tumblers and trays
2. Water bottles/jugs
3. Ashtrays and matchboxes
4. Sewing kits, Bible/Gita, shoe mitts
5. Service directories, telephone books, business kits
6. Guest stationery, ball point pens and pencils, scribbling pads
7. DND cards, guest house rules, breakfast knob cards, 'polish my shoe' cards, room service menu, tent cards, 'clean my room' cards, telegraph forms
8. Laundry forms, laundry bags
9. Cloth hangers
10. Light bulbs
11. Toilet rolls, toilet tissues, blade dispensers, shower caps, tooth glasses
12. Shampoo bottles, soap bars, soap suds, foam bath, loofah pads, cotton wool, dental kit, cologne, after shave
13. Toilet strips, sanitary pads
14. Soiled linen bag
15. Trash bag

16. Vacuum cleaner
17. Broom
18. Hand caddy: all purpose cleaner, window cleaner, brush, cloths and sponges, rubber gloves, disinfectant, naphthalene balls, room freshener, deodouriser, Brasso, wax polish, scrubber

Linen

19. Face towels-2/room
20. Hand towels-2/room
21. King pillowcases-2/bed(fold in pairs)
22. Standard pillowcases-2/bed(fold in pairs)
23. Bath towels-2/bathroom
24. Standard sheets-2/twin bed(fold in pairs)
25. Double sheets-2/double bed(fold in pairs)
26. King sheets-2/king bed(fold in pairs)
27. Mattress protectors
28. Bath mats
29. Bedspreads (a few a to replace if necessary)
30. Guest key box

Fig. 7.11 An organized room attendant's cart

Guest room supplies

- The guest room supplies includes all the items that are placed in the guest room for the guest comfort & convenience
- **Guest amenities**
- **Guest expendables**
- **Guest essentials**
- **Guest loan items**

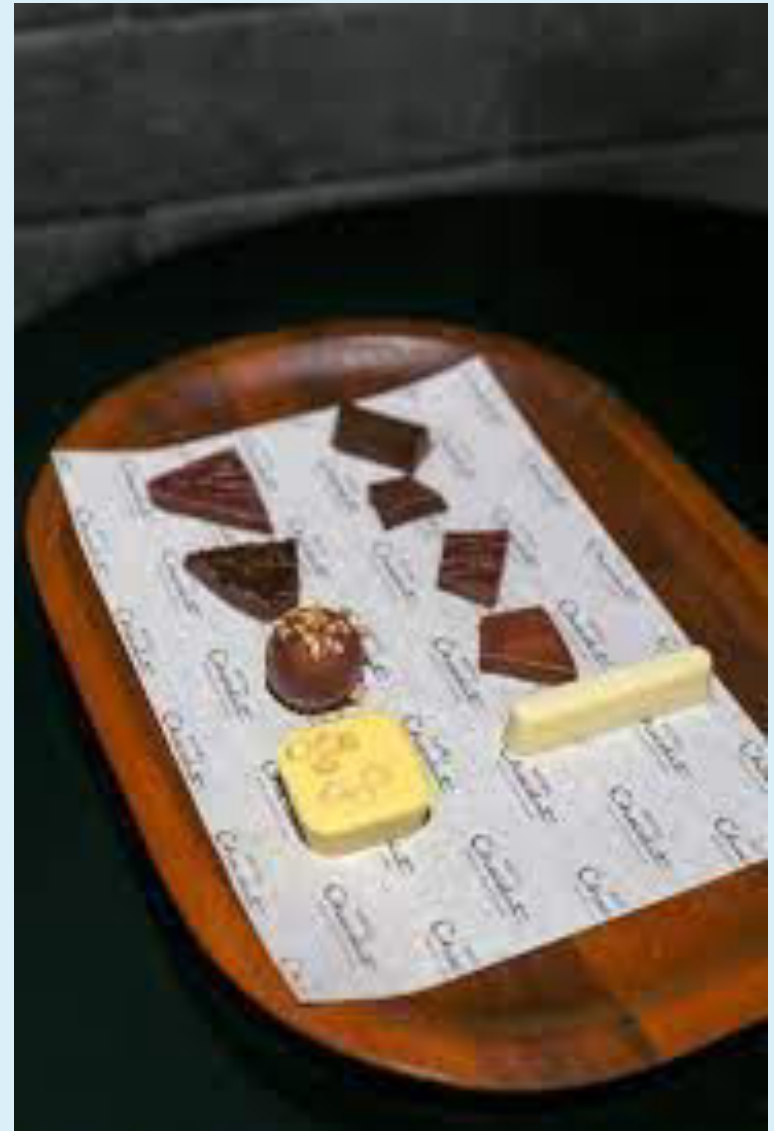
Guest amenities

- - Coffee maker



Guest amenities

- chocolates



Guest amenities

- biscuit platters



Guest amenities

bath robes



Guest amenities

- flowers



Guest amenities

- - free beverages in mini bar



Guest amenities

- - quality pens
- - free snacks
- - bathroom amenities



PN B76



Guest amenities

- - bubble bath



Guest amenities

bath soaps

bath lotions



Guest amenities

o - b



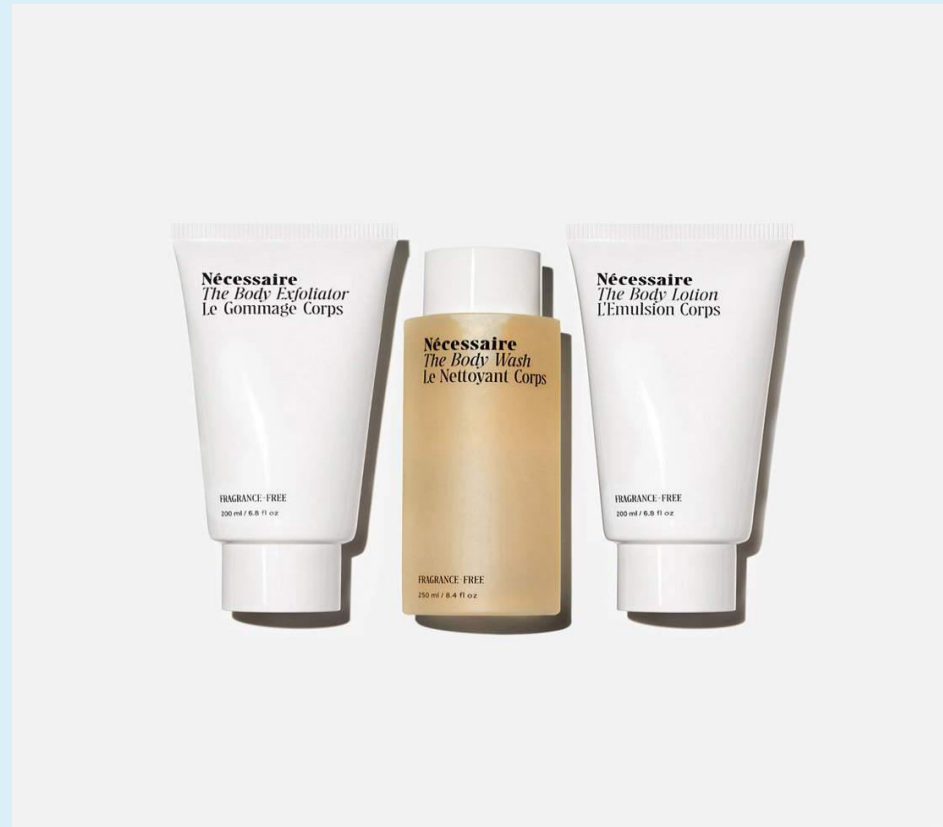
deodorant



Guest amenities

face lotion/ moisturizer lotion

tanning lotion



Guest amenities

- - shower cap



Guest amenities

- -tooth brush/paste
- -mouth wash
- - nail chipper
- - scissors

Guest expendables

Laundry bags

- Match box
- Stationary
- Ball pens



Guest expendables

- Plastic utilities bags
- Magazines
- Disposable slippers
- Tent cards



Guest expendables

- Coffee sachets
- Candy or mints
- Disinfectant
- Toilet tissue



Guest expendables

◦ Disinfectant

Toilet tissue



Guest expendables

- Face tissue
- Sani bags
- Bath soaps
- Hand soaps
- Face wash



Guest essentials

- Cloth hangers
- Drinking glasses
- Plastic trays



Guest essentials

- Ice buckets
- Water jugs
- Ashtrays
- Waste buckets



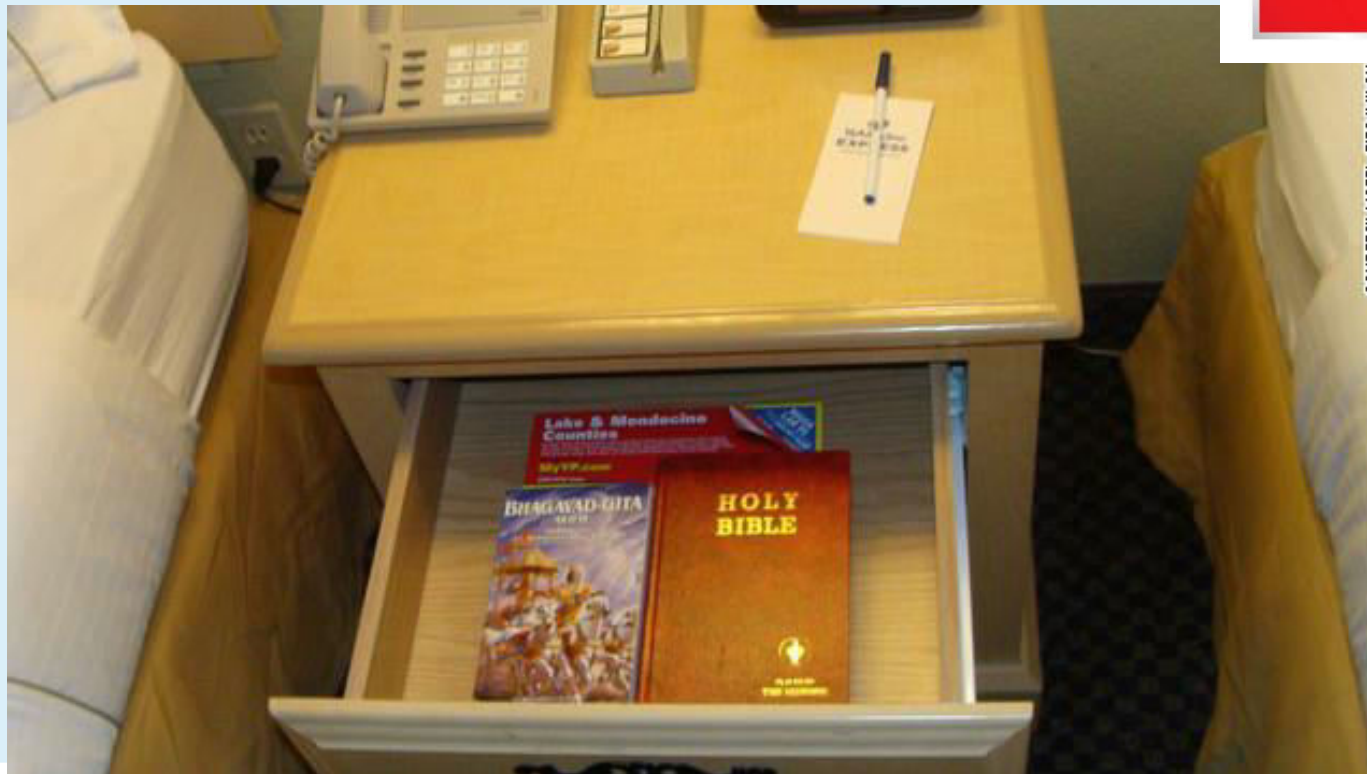
Guest essentials

Polish my shoe card



Guest essentials

- Make my room card
- Bible , Bhagwatgeeta ,Quran



Guest loan items

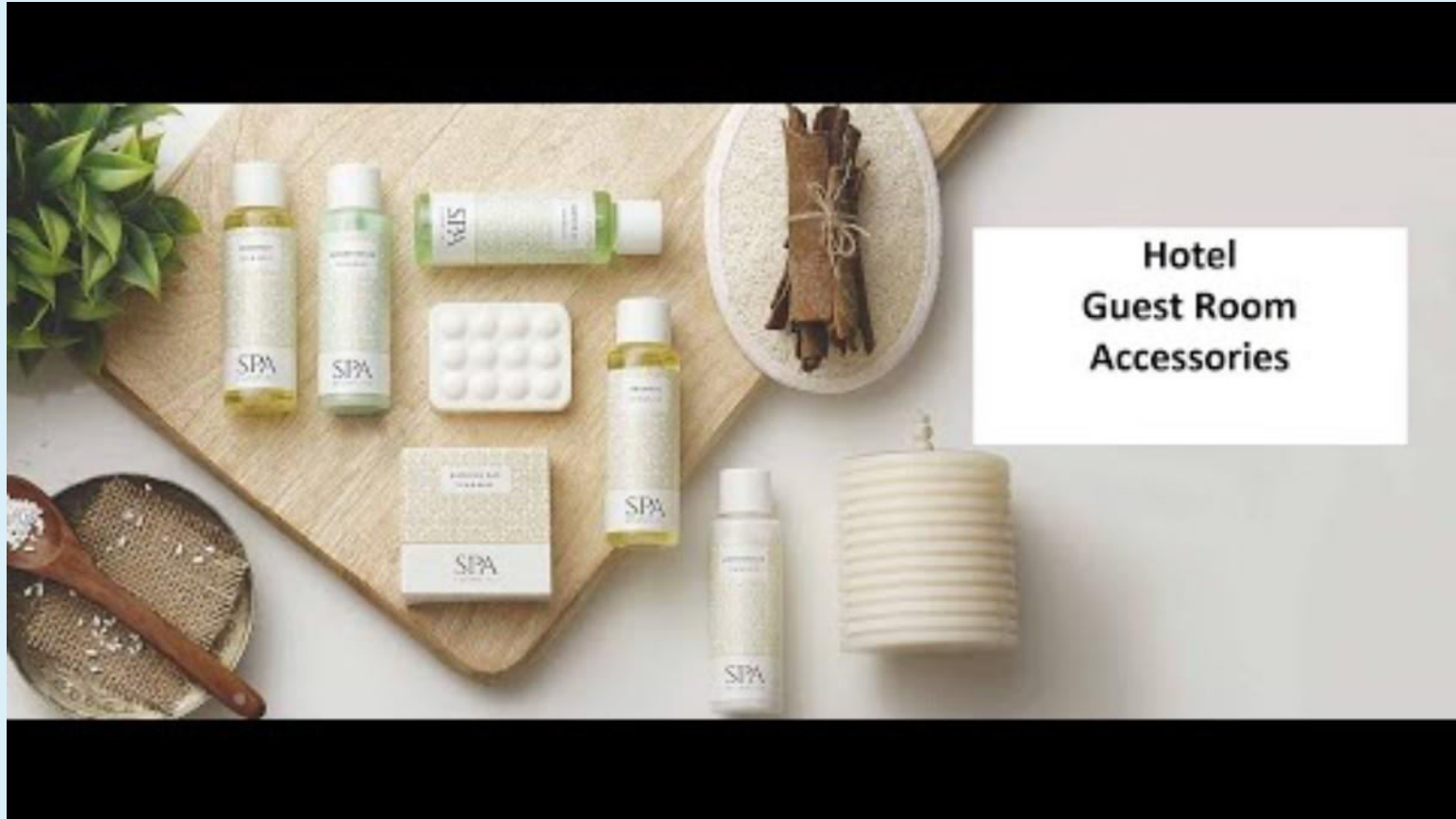
- Iron board
- Iron
- Hair dryers



Guest loan items

- Hot water bottles
- Electric shakers
- Alarm clocks
- Bed board & cribs





**Hotel
Guest Room
Accessories**



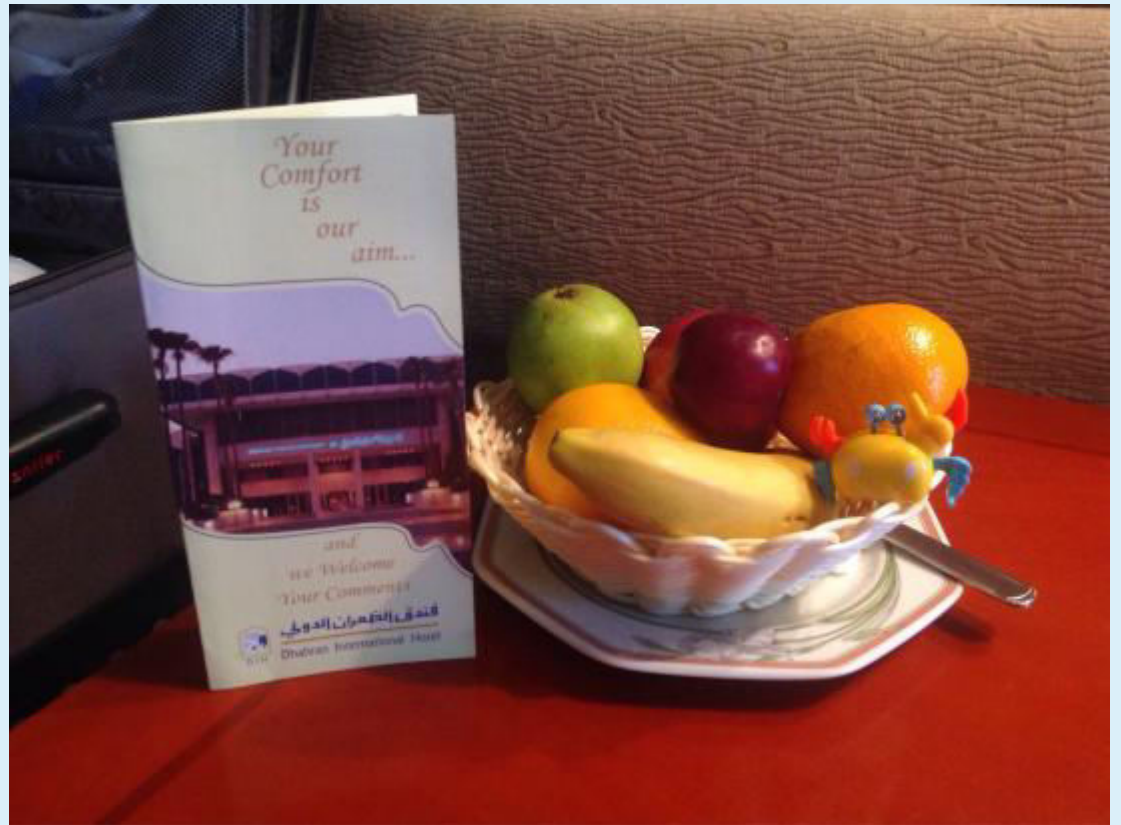
VIP GUEST

Guest room amenities for VIP'S VIP I

Full BAR



VIP 2



VIP 3



VIP 4

Full BAR

- Mineral water
- Small flower arrangements
- Small fruit basket

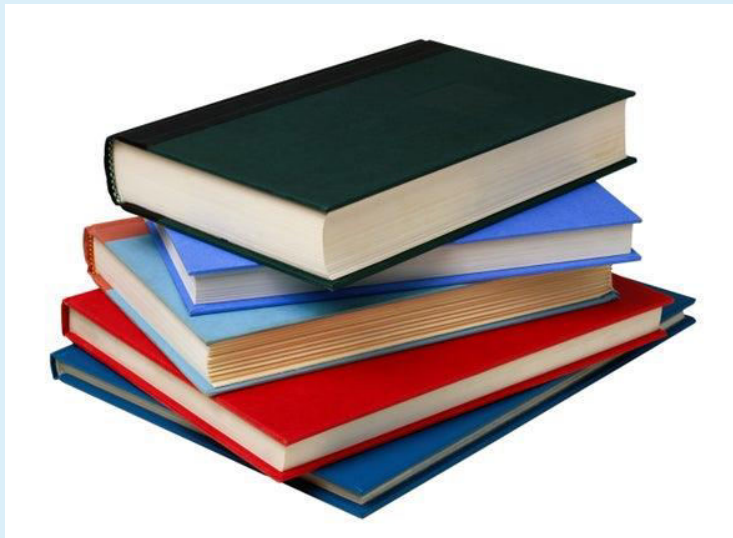
Lost & Found Procedure



What is lost & found?

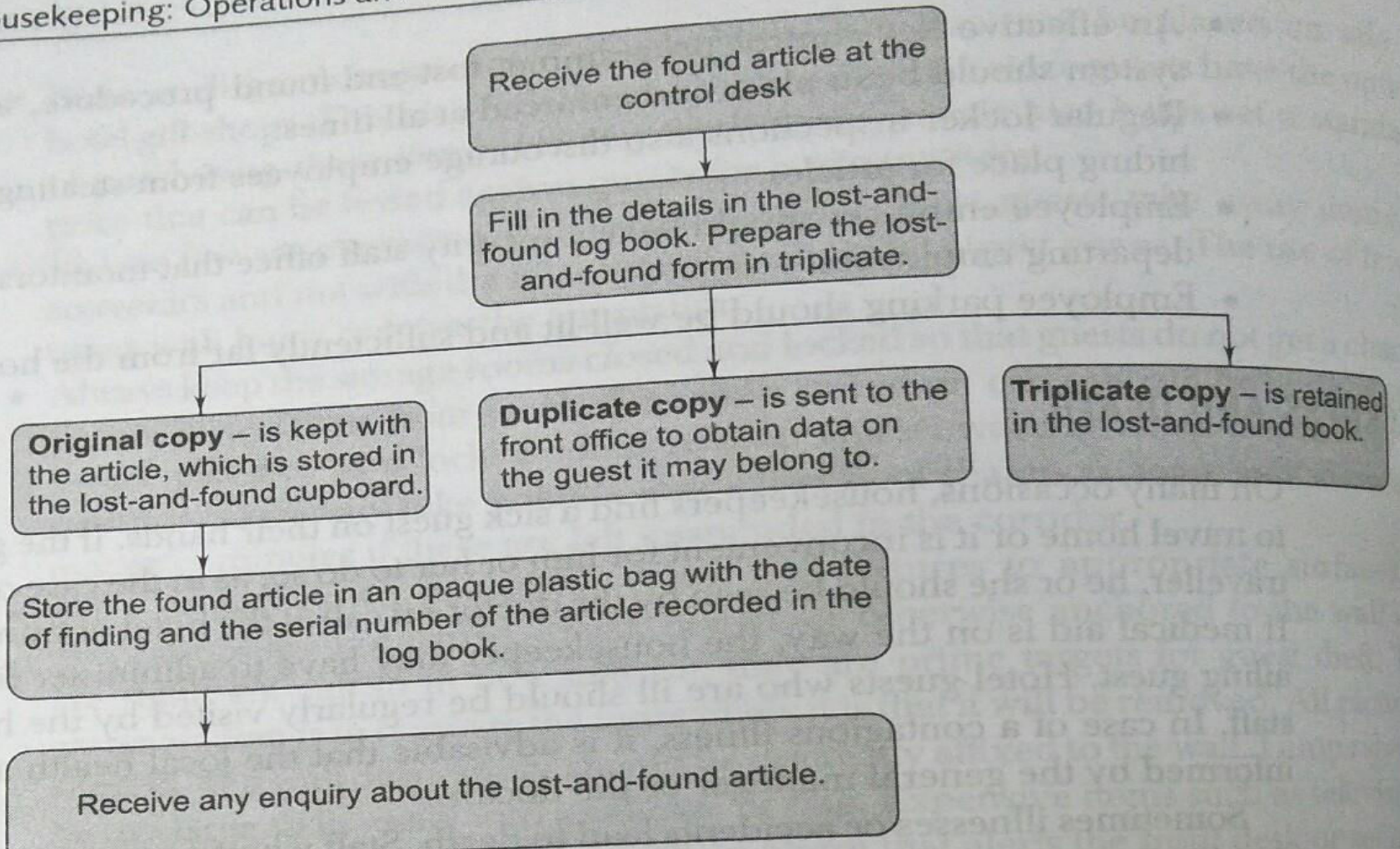
LOST & FOUND ARTICLES

- VALUABLES
- PERISHABLES
- NON PERISHABLES



Flowchart depicting the lost-and-found procedure

Hotel Housekeeping: Operations and Management



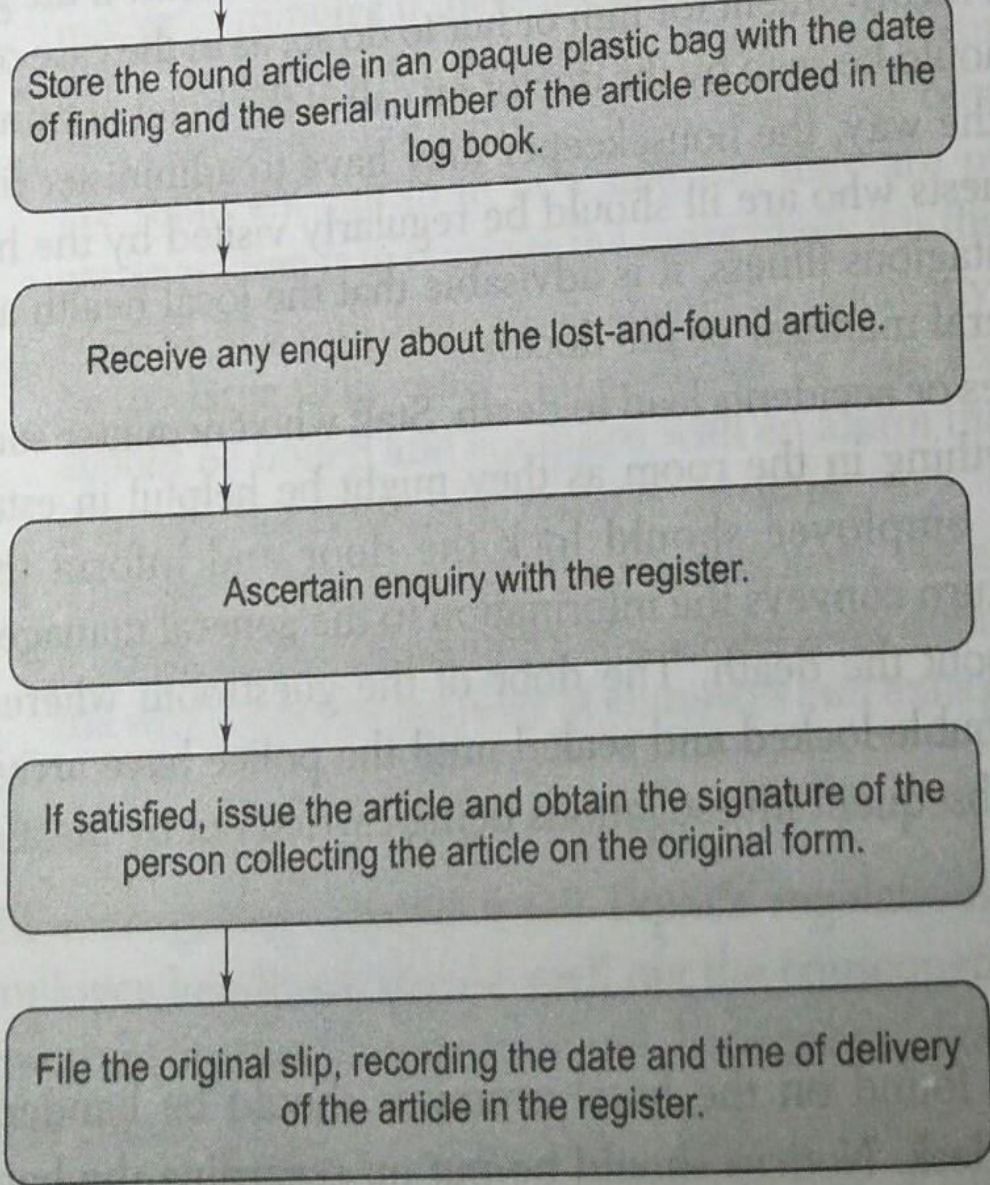



Fig. 20.1 Flowchart depicting the lost-and-found procedure

- The item will be handed in to executive housekeeper / Assistant Housekeeper for safe.

Example of form for lost and found:

LOST & FOUND REPORT OF GUEST ARTICLES IN ROOMS	
Room No. _____	Date _____
Description of Article _____ _____ _____	
Time Found _____ A.M. <input type="checkbox"/> P.M. <input type="checkbox"/>	Attendant's Name _____
Disposition of Article _____ _____	
O.K. _____ Housekeeper 	
American Hotel Register Company, Northbrook, IL 60062-7798 1-800-323-5586 BSE-3645	

LOST AND FOUND REPORT OF ARTICLES IN ROOMS	
Room No. _____	Date: _____
Description of article: _____ _____ _____	
Time Found: _____	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M. Location in room: _____
Attendant's Name _____	
Description of article: _____ _____ _____ _____ _____	
Housekeeper's Signature _____	

Revised From www.lostitemsupply.com Form Number: JPS-149

Lost and Found Register

Sl No.	Date	Time Found	Area / Room where Item Found	Item	Description	Found By	Item collected by	Address	Date	Signature

www.setupmyhotel.com