



*Fundamentals in*  
**LODGING  
OPERATIONS**

JENNEFER Y. YAP | EVAN LAURENCE R. YAP

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**Jennefer Y. Yap  
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# PREFACE

Lodging operation is one of the most important sectors of hospitality industry. It provides all the services a guest would need, just like being at your own home. One department that provides the needs of the guest is Housekeeping. It is responsible not just in maintaining the cleanliness and sanitation of the hotel but to make sure the guests are comfortable as well.

This book is composed of 12 chapters. **Chapter 1** discusses about the basics of the lodging operations: its organizational structure and the members, types of hotel and types of room available. **Chapter 2** introduces the Housekeeping as a department in the hotel. Its objectives and responsibilities are discussed in this chapter. **Chapter 3** focuses on the organizational structure of the Housekeeping Department as well as the qualities needed to qualify as a housekeeping staff. **Chapter 4** will brief the readers about the tools, equipment and chemicals used in housekeeping operations. **Chapters 5 to 9** are all about the methods and procedures of the activities in housekeeping department. This includes guestroom cleaning, bathroom cleaning, public area cleaning, laundry service and other housekeeping services such as butler and babysitting services. **Chapter 10** focuses on the safety and sanitation measures done in the housekeeping operations. **Chapter 11** discusses about the management of operations and record keeping. **Chapter 12** gives the reader information about safety and security of guests, employees and hotel assets. Self assessments and learning activities are included at the end of each chapter to measure student's understanding of the topic before proceeding to the next one.

This book was somehow patterned to the course Fundamentals in Lodging Operations found under CMO 62 series of 2017 for Bachelor of Science in Hospitality Management to help the faculty members in teaching the said course to their students. Through this book, the Hospitality Management students would have a clear understanding of one of the most activity-laden departments of the hotel, the Housekeeping Department.



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## Chapter I

# THE LODGING OPERATIONS

### Learning Objectives:

At the end of the discussion, you are expected to:

- Discuss the organizational structure of lodging operations;
- Enumerate the roles and responsibilities of each member of the organizational structure;
- Understand the importance of each member of the organization to the success of the lodging operations;
- Differentiate the categories of hotels based on the following: size, location, target market and star rating; and
- Differentiate the types of rooms in a lodging establishment.

*"The great advantage of a hotel is that it is a refuge from home life."*

– George Bernard Shaw