

## **ABSTRACT**

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"housekeeping Services in Gota Beach Resort in Caramoan, Camarines Sur".

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This study sought to assess the housekeeping services at Gota Beach Resort in Caramoan, Camarines Sur during the fiscal year 2011-2012. More specifically, in realizing the objectives sought for, the following research questions guided this study: 1. what is the profile of the respondents in terms of a. age b.sex, c. status of employment, d. highest educational attainment, and number of years employed. 2. What are the available housekeeping services in Gota Beach Resort, along with: a.) laundry b.) Room make-up and c.) Public Area? And 3. What are the problems that affect the housekeeping services in Gota Beach Resort?

The descriptive method of research was used. It also used the research-made questionnaire in soliciting responses. The data gathered were treated statistically through the use of the simple frequency count and percentage, and the weighted mean.

Findings of the study were: 1.) the collective age of respondents was in the range from 20-29 years old. Majority of the females, as shown by seven or 53.58 percent. Eight or 61.54 percent respondents were occupying regular employment. Only two or 15.38 percent respondents reported they were college graduate. The combined work experience was in the range from 1-5

years. 2.) It was revealed that the respondents identified the following services available at Gota Beach Resort. For laundry services, collect and deliver laundry items for guests; wash and dry guest laundry; wash and dry linens; iron linens; mend service; and clean washer and dryers, laundry sink and counter. For room make-up services (cleaning guest rooms, checking rooms include empty waste/ash tray, remove soiled dishes, dust floor and vacuum carpet and edges, dust furniture/fixtures/baseboard, dust the fan and wipe it clean, clean windows and the sills, change curtains and put earlier ones for a wash. Checking rooms include check appliances and phones, check room amenities/supplies/reserve linens, check lightning and ventilation, check bathroom and shower room, check furniture and polish it as prescribed, close window blinds and drapes, report deficiencies which need immediate attention. Bed make-up includes straighten out mattress pad and place bottom sheet, remove surface wrinkles, tuck in the four corners making a square corner, place top sheet, place blanket with top at bed head, clean pillowcases in pillows, arrange pillows side by side on top of sheet. Cleaning bathrooms include remove soiled towels, clean bowl, bathtub and sink, clean bathroom floor tile surfaces, clean/polish fixtures and fitting, clean ceilings, mirrors and panels, check and change shower curtains, sanitize toilet bowl. Public area services include sweep and dust patio and public area, wash/clean furniture in public area, water live plants as needed, water/dust artificial plants, flowers as appropriate, close patio/ balcony door/ windows, clean ceilings, and wax and polish floors. As to the assessment result, it was revealed that all the available housekeeping services in Gota Beach Resort followed housekeeping standards, in fact respondents reported they have either provided excellent or exceeded expected standards: Laundry services. The highly rated laundry services. That exceeded standards were collecting and delivering laundry items for guests, ironing linens at a weighted mean of 4.23. Room make-up services. The most highly rated make-up services that exceeded standard wash cleaning guest rooms at 4.44. Further, the Exceptional standard performance was done along emptying waste/ash tray at 4.69. Public area services. All services followed recommended standards and performance exceeded expected standards at 4.22. The highest rated public area service dimensions that exceeded

standard performance was along close patio/ balcony door/windows at 4.69. 3.) Data revealed that of the problems, all 15 respondents indicated that the main problem is Housekeeping attendants lack training. This was followed by poor management support indicated by 11 respondents and the third problem was lack of housekeeping supplies by 10 respondents. The least problems that they met were the communication problem with staff.

Conclusions were: 1.) Respondents were young with 1-5 years employment experience, unable to finish baccalaureate degree but mostly possessed permanent status so they could stay with the industry longer, and being young connotes sound health, lower absenteeism, energy, strength, higher motive output performance. 2.) Got a Beach Resort have available housekeeping services along laundry, room make-up, bed make-up, cleaning bathrooms, including resort's public area which conformed with the Department of Tourism housekeeping requirements. Laundry, room make-up, and public area services followed housekeeping standards. The resort housekeeping management believes in fine accommodation and quality service afforded to their guests my result in guest satisfaction that would further develop stringer business image. 3.) As to problems, housekeeping attendants need trainings to make them more competent in their functions in Gots beach Resort.