

## ABSTRACT

**FLORESCA, ERLYN P., HERNANDEZ, HANEE GRACE E., MILANO, PAULINE MARJORIE G.** (2013). Mariners' Polytechnic Colleges, Panganiban Drive, Naga City. "The Effectiveness of Standard Housekeeping in Three Hotels in Naga City".

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This study primarily aimed to determine the effectiveness of Standard Housekeeping of the three hotels in Naga City along guest room, public areas, and the linen and laundry. Specifically, the study answered the following questions: 1.) What is the profile of standards hotel along: a.) Types of room available, b.) Capacity of guest rooms, and c.) Average no. of guest per month, 2.) What are the services of the three areas of Housekeeping in a.) Cleanliness/Sanitation, b.) Safety and security measures, and c.) Linen and Laundry services.

The method used in this study was the descriptive research design. It interpreted and analyzed the profile, the services, and the level of effectiveness of the 3 standard hotels. The population of the study included all staff of the three hotels and its used the complete enumeration. A total of 28 respondents were made sample of the study of which 9 were from Hotel A, 12 from Hotel B, and 7 from Hotel C. A questionnaire was formulated and used as a major tool in gathering data. The data gathered were analyzed and treated through the use of frequency distribution, percentage, and ranking weighted mean.

Findings on the profile of the hotels were: a) Along types of room, Hotel A has family size, single double, double room, Rooms are aircon type or ordinary depending on the request of the guest. For Hotel B, the types of room that are offered to their guests are single occupancy, triple occupancy, family occupancy. In Hotel C, the types of the room that are offered

are of limited services with three kind of choices the economy, aircon and deluxe. Hotel A had 19 rooms, Hotel B had 12 rooms, and Hotel C had 23 rooms. b) Along capacity of hotel rooms, Hotel A's Family room can be occupied by two or the maximum persons; single double can be occupied by two persons; and double room also can occupied by two persons. For Hotel B, single occupancy is strictly occupied by one person with single bed; triple occupancy can be occupied two to four persons; and family occupancy for four to six persons. For Hotel C, economy and aircon deluxe can be occupied with two persons each room. In addition, th economy, aircon and deluxe room can be in a regular type or single type. c) For the average number of guests per month, Hotel A can accommodate 300-400 guests, Hotel B, 210-300 persons per month, and Hote C, 250-350 persons per month.

On the services: a) Along cleanliness and sanitation in Public area, all of the three hotels use cleaning tools and supplies (hand brush, cleaning and dusting cloth, window and floor squeezes and flor mop). In Guest rooms all of them inspect rooms for check in and checkout hours of guests; clean bedrooms and linens (bed sheets, towel, and comforter); and ensures proper ventilation in each room. b) Along safety and sanitation measures, all hotels have fire exit, fire extinguisher in designated areas, and exit locator chart. c) Along linen and laundry services, All Hotels A, B, and C offer the same services such as 1) use laundry equipment (washer, dryers, spotting table), 2) make available detergents to remove stain and bad smell, 3) observe the same laundry process (proper washing, drying and ironing of beddings).

On the level of effectiveness of Standard Housekeeping of the three hotels in Naga City, along cleanliness and sanitation, data show that well trained staff maintain the cleanliness of the hotel rooms, public area, linen and laundry and guestroom and bathroom supplies, compendium and amenities are in proper places were rated 3.71 interpreted as Highly Effective and ranked first. The least was proper ventilation and clean atmosphere inside the room are observed with 3.21 interpreted as Moderately Effective. b) Along safety and security facilities, findings shows all of the items along safety and security facilities were rated Highly Effective with mean scores ranging from 3.28-4.0. Ranked first were: Guests are provided with key

card to access the room; the hotel has the warning signs to prohibit the staff to smoke, eat or drink in the work area; and the hotel has a designated smoking area. c) Along linen and laundry service, data revealed that most were Highly Effective with mean scores ranging from 3.57 to 3.96. Only three were rated Moderately Effective. Ranked first was a staff is assigned to record the number of linens in every room of the hotel.

The study concludes that Hotel C had more rooms, followed by Hotel A and Hotel B. The occupancy of each room in 3 hotels vary. For the average number of guests per month, Hotel A can accommodate more guests followed by Hotel C, then Hotel B. For three areas of housekeeping in three standard hotels, the study concludes that: All hotels use cleaning tools and supplies to maintain the cleanliness, inspect rooms before and after check0in of guests and ensure proper ventilation of rooms. All hotels have fire exit, fire extinguisher in designated areas, exit locator chart. All hotels offer the same services on use of laundry equipment, detergents and observe the same laundry process. All areas were rated Highly Effective, the highest of which was Safety and Security Facilities and the least was Cleanliness and Sanitation.

It is recommend that the hotels should upgrade the standards of facilities and equipment in every area of the hotel to be more productive, attractive and more convenient to the guests. In addition, have more staff to divide the tasks fairly and have uniformity in terms of the procedure in the housekeeping areas.