

QUICK START TO HOUSEKEEPING

This document is to assist properties who have upgraded to version 8.11 for the first time. You will be guided through the basic setup for Housekeeping, other elements can be added in at a later date.

Some Tasks may already be entered; these would have come across from your previous version of RMS.

What are the Main Changes to Housekeeping?

The housekeeping report now works off scheduled Tasks instead of the status of the reservation.

What are Tasks?

Tasks are anything that you require housekeeping to complete, Examples of these are; Departure Clean, Daily Service, Towel Change, Pre-Check Arrival.

Departure Clean and Pre-Check Arrival are system tasks and cannot be deleted from the system, however they may be changed.

There is no limit to the number of Tasks that you can enter into your system

1. Checking your Housekeeper Tasks: Go to the Setup Drop Down > Housekeeper Tasks

1. Edit the first Tasks in the list
2. Ensure that the Frequency of the Tasks is correct for your property.
3. If the Frequency is incorrect, change accordingly
4. Save and Exit
5. Repeat this action for each Task listed

For a detailed description of the Tasks Screen click [HERE](#) to view the RMS F1 Help File

2. Housekeeping Task Cost – Trust/ Owner Accounting properties Only: (Must be completed on the day of installing 8.11 if you have upgraded your RMS system from version 8.10)

The Housekeeping Task Cost is only for Owner/ Trust Accounting properties. This setup tells RMS how much to charge an owner for each Task completed. This area has superseded the EOM charges setup for the Linen/Service fees. Therefore, you need to delete any Linen/Service fees against each room. Setup > Category/Area > Area > EOM tab. Departure Fees MUST still be setup in EOM tab against each room.

Go to the Setup Drop Down > Housekeeping Task Cost

Simply highlight the relevant Task, highlight the relevant Categories (both the shift and ctrl shortcut work in this column), select the Sundry Charge applicable from the drop down selection, enter the amount you wish to charge (including tax) then save.

The Use Amount from Sundry option can be used in replacement of actually typing the amount in manually – with this setting when you change the amount for that sundry charge in the setup menu the charge for the task associated with change with it.

3. Allocating Housekeeper Tasks: To Setup Housekeeping in General Information:

In Setup > General Information > Housekeeping Tab

Highlight the Tasks you wish to use in the Available Tasks box and click on the right arrow > to move them to the Allocated Tasks box.

4. To Set Housekeeping Schedules:

In the Utility Menu > Set Housekeeping Schedules button

This step should only be performed after you have completed your setup of tasks etc and you have upgraded from 8.10 to 8.11.

This utility will set the appropriate housekeeping schedule to each current and future reservation in your system.

Leave the selection in "All Current and Future Reservations" the choose "Create Schedules" – this process may take a few minutes to complete.

5. Housekeepers Report:

The Housekeeper report has been revised to provide various formats and display options. We suggest you try the options with your data and settle on a preferred format.

Maintenance rooms default to not show on the housekeepers report, however, we have included an option to show these rooms if you wish.

The Task appears against each room, guiding the Housekeeper.

Where a room is vacated and re-occupied in the same day, names of both guests are shown, with associated Tasks. Notes will apply to the Arriving guest.

A past dated Housekeepers Report may be used for review and history. A future dated report will indicate Housekeeper levels which will require staffing.

Room counts and minutes are totaled for each grouping and for the whole property. Linen count and grand totals are provided at the property level

For a full overview of the Housekeeping Module and all of its elements please click [HERE](#) to view the RMS F1 Help File.