

Case Study #2

Housekeeping Case Study



Beachfront Luxury Lifestyle Property

Case Study #2 - Opportunities

- Lack of Scheduling and Room Cleaning Process Consistency, Opportunity to Increase Established Credit Expectation
- Adjust Current Credit Currency to Reflect Observed Differences in Process Complexity
- Lack of Green Initiative to Reduce Environmental Footprint and Driving Excess Laundry Costs
- Excess Labor and Resources Used in Turndown Process Which is Misaligned with Guest Wants and Expectations
- Lack of Self-Inspection Process for Room Attendants Causing Excess Cost Allocated to Supervisors
- Misalignment of Linen Delivery Process Leading to Excess Housemen Labor, Laundry Costs, and Process Inefficiencies
- Excessive and Inconsistent Terry and Amenities in Guest Rooms

Case Study #2 – Improvement Overview

Project Overview:

Cost – \$100,000
 Year 1 ROI – 6.8 x
 Improvement POR – \$17.90

| Defined Objective Description | Low-End Improvement Potential | High-End Improvement Potential |
|--|-------------------------------|--------------------------------|
| DO #1 - Improve Credit Attainment Through Scheduling and Process Consistency | \$17,691 | \$39,144 |
| DO #1A - Install Room Attendant Scheduling Tool | - | - |
| DO #1B - Create, Install, and Train on Consistent Room Cleaning Process | - | - |
| DO #2 - Improve Credit Attainment Through Dragging Rooms With Scheduling Tool | \$11,200 | \$11,200 |
| DO #3 - Adjust Credit Currency to Account for Checkout vs. Stayover Complexity | \$49,605 | \$82,685 |
| DO #4 - Install Customized Green Program | \$62,070 | \$77,586 |
| DO #5 - Make Turndown Service Available Upon Request or Eliminate Service Altogether | \$201,652 | \$282,224 |
| DO #5A - Modified Turndown Service: Water Savings | - | - |
| DO #5B - Modified Turndown Service: Increased Minibar Revenue | - | - |
| DO #6- Install Standardized Supervisor Inspection or Self-Inspection System | \$37,863 | \$123,961 |
| DO #7 - Install Housemen Scheduling Tool Based on Occupancy | \$44,367 | \$44,367 |
| DO #7A - Realign Linen Process | \$3,650 | \$3,650 |
| DO #8 - Eliminate Bath Rugs | \$16,011 | \$16,011 |
| TOTAL | \$444,109 | \$680,828 |