

Case Study #3

Housekeeping & Laundry Case Study



Convention Focused Resort

Case Study #3 - Opportunities

- Lack of Scheduling and Room Cleaning Process Consistency, Opportunity to Actualize Existing Credit Expectation
- Adjust Current Credit Currency to Reflect Observed Differences in Process
- Misalignment in Rooms Capacity Planning and Allocation of Guest Rooms to Ensure Consistent and Efficient Levels of Service
- Lack of Visibility to Capacity and Demand of Linen with Unenforced Par Levels Driving Excess Laundry Costs
- Lack of Standardized Inspection Process Causing Excess Cost Due to Inconsistent Supervisor Scheduling
- 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 #3 – Improvement Overview

Project Overview:

Cost – \$80,000
 Year 1 ROI – 17.6 x
 Improvement POR – \$19.20

Defined Objective Description	Low-End Improvement Potential	High-End Improvement Potential
DO #1 - Improve Credit Attainment Through Scheduling and Process Consistency	\$182,155	\$196,782
DO #1A - Install Room Attendant Scheduling Tool	-	-
DO #1B - Create, Install, and Train on Consistent Room Cleaning Process	-	-
DO #1C - Install System for More Efficiently Assigning Rooms	-	-
DO #2 - Improve Credit Attainment Through Dragging Rooms With Scheduling Tool	\$16,332	\$16,332
DO #3A - Adjust Room Types & Credit Currency to Account for Room Cleaning Process Similarity - Credit Savings	\$14,105	\$14,105
DO #3B - Adjust Room Types & Credit Currency to Account for Room Cleaning Process Similarity - Revenue Oppo	\$89,090	\$577,027
DO #4 - Install Capacity Scheduling to Determine Laundry Needs	\$60,692	\$60,692
DO #5- Install Standardized Supervisor Inspection or Self-Inspection System	\$83,335	\$171,636
DO #6 - Install Housemen Scheduling Tool Based on Occupancy	\$88,762	\$88,762
DO #6A - Realign Linen Process	-	-
DO #7- Eliminate Bath Rug	\$20,957	\$20,957
DO #8 - Communicate and Adjust Room Pars	\$27,311	\$69,795
DO #9 - Install Standards for Setting Thermostats	\$44,644	\$44,644
DO #10 - Adjust Other Rooms Expenses	-	-
DO #10A - Use Alternative Guestroom Amenities	\$2,148	\$14,124
DO #10B - Eliminate In-Room Coffee	\$24,479	\$96,383
DO #10C - Identify Cause of Missing/Destroyed Linen and Find Alternative Vendor	\$34,407	\$34,407
TOTAL	\$688,417	\$1,405,646