

Summary

OPPORTUNITY

Grand Park City Hall had a history of housekeeping issues, from work orders that were either shoddy or inaccurate, to disconnect between housekeeping supervisors and their staff members that result in drop in efficiency. They decided to iron out these issues by putting in place an automated system that will not only increase their efficiency but also maintain their initially-prescribed housekeeping standards.

ACTION

- Automated housekeeping solutions
- Incorporate pre-arrival guest requests and service recovery
- Customisation of user interface and analytics for management review
- Common framework to review data
- Tracking of job assignments

RESULTS

- **Improved efficiencies:** Park Hotel achieved an average man-hours savings of 12.4 hours per day across positions of Room Attendants, Supervisors, Engineers, Dispatchers and Operators within the Group.
- **Shorter response time:** Service requests from guests can now be responded to within an average of 10 minutes, as compared to 15 minutes before the solution was implemented.
- **Sharing of best practices:** User-friendly dashboards that allow the reviewing of operational performances across different properties were shared amongst the Group, allowing the Group to quickly identify areas for improvement.

OPPORTUNITY

REVIEW HOUSEKEEPING PROCESS TO IMPROVE EFFICIENCY AND UPHOLD SERVICE STANDARDS

A hotel under the Park Hotel Group, Grand Park City Hall faced several challenges in its housekeeping process. For instance, the paperwork for orders that report faults in rooms were either illegible or failed to properly capture the faults. The management aspect of housekeeping also ran into problems, as the assigning of cleaning jobs to room attendants became tedious and inefficient. Housekeeping supervisors also have no immediate visibility on the number of rooms that require their inspection as they are only informed of inspections through phone calls. These inspections were also marked on paper check lists, which made it difficult to properly capture non-compliance against prescribed housekeeping standards.

KEY STEPS

IMPLEMENTING AUTOMATED HOUSEKEEPING SOLUTIONS: The Group implemented a suite of automated housekeeping solutions in its Singapore hotels that comprehensively addresses its housekeeping challenges. The solutions eliminated the need for paper task sheets by dispatching tasks to individual staff members and enhanced housekeeping supervision through ability to capture and archive pictures of faults and non-compliance during housekeeping inspections.

INCORPORATE PRE-ARRIVAL GUEST REQUESTS AND SERVICE RECOVERY: The system also allows hotel to incorporate the fulfilment of pre-arrival requests from guests and service recovery within housekeeping processes.

CUSTOMISATION OF USER INTERFACE AND ANALYTICS: The system also allowed for the customisation of the user interface and analytics for different user categories (staff, middle management and senior management).

COMMON FRAMEWORK TO REVIEW DATA: A centralised dashboard was created to collate data for all departments to review on a common platform.

TRACKING OF JOB ASSIGNMENTS: A tracking system was created for the Housekeeping Supervisors and Duty Managers to monitor jobs assignments and ensure that guests' needs are responded to in a timely manner.

Key Success Factors

After the housekeeping issues were brought to its attention, the efficient decision-making of the Park Hotel Group helped make this implementation a success. A robust housekeeping department can address a multitude of guests' needs and make them satisfied with their stay but it can also be overwhelmed with processes that eventually result in lapses in service delivery.

The Group has since implemented a suite of automated housekeeping solutions to fix the issues the Hotel had earlier faced.

Project period: -

Estimated cost: -

RESULTS

IMPROVED EFFICIENCY, SHORTER RESPONSE TIME AND SHARING OF BEST PRACTICES WITHIN THE GROUP

- **Improved efficiencies:** Park Hotel achieved an average man-hours savings of 12.4 hours per day across positions of Room Attendants, Supervisors, Engineers, Dispatchers and Operators within the Group.
- **Shorter response time:** Service requests from guests can now be responded to within an average of 10 minutes, as compared to 15 minutes before the solution was implemented.
- **Sharing of best practices:** Best practices like user-friendly dashboards that allow the reviewing of operational performances across different properties were shared amongst the Group, allowing the Group to quickly identify areas for improvement.