

## Summary

<b>OPPORTUNITY</b>	Far East Hospitality (FEH) has identified that the timely allocation of rooms is important to getting guest satisfaction. FEH is also aware that there may be potential redundancies in current processes between housekeeping and front office and hence there are opportunities to streamline them.
<b>ACTION</b>	FEH collaborated with Republic Polytechnic to conduct an applied research project in Village Hotel Katong through a time and motion study on its housekeeping and front office departments with the aim of holistically reducing inconsistencies and redundancies, and better streamline and integrate processes. This resulted in: <ul style="list-style-type: none"> <li>• Change in shift timings of room attendants</li> <li>• Through review on room allocation criteria</li> <li>• Allocation of specific tasks</li> <li>• Redesign housekeeping pantry layout</li> <li>• Educate front office to optimise room for early check-in</li> <li>• Creation of a laundry drop-off point at Reception</li> </ul>
<b>RESULTS</b>	<ul style="list-style-type: none"> <li>• Savings of 1 Full-Time Equivalent in the housekeeping department.</li> <li>• Time savings have resulted in an increase in room cleaning capacity with each attendant cleaning 13% more rooms per day.</li> </ul>

### OPPORTUNITY

### INNOVATION IN HOUSEKEEPING VIA APPLIED RESEARCH

Far East Hospitality (FEH) has identified that the timely allocation of rooms is important to getting guest satisfaction. FEH is also aware that there may be potential redundancies in current processes between housekeeping and front office and hence there are opportunities to streamline them.

FEH collaborated with Republic Polytechnic to conduct an applied research project in Village Hotel Katong (VHK) through a time and motion study on its housekeeping and front office departments with the aim of holistically reducing inconsistencies and redundancies, and better streamline and integrate processes. The applied research results showed that inefficient housekeeping pantry layout resulted in time wasted to search for amenities and housekeeping shift commencement times do not coincide with peaks in operations.

## KEY STEPS

**CHANGE IN SHIFT TIMINGS:** Change in shift timings of room attendants to better optimise peak period and briefing timings.

**REVIEW ON ROOM ALLOCATION CRITERIA:** A thorough review of room allocation criteria which includes re-educating the Front office Staff and Housekeeping department in the correct assignment of rooms based on priority and realignment of credit points to the room conditions.

**ALLOCATION OF SPECIFIC TASKS:** An improved management of the housekeeping supply chain through the allocation of specific tasks to staff. For example, having dedicated staff for room cleaning and cart replenishment thus reducing time wasted on moving to and from the housekeeping store.

**REDESIGN HOUSEKEEPING PANTRY LAYOUT:** High-usage amenities are more accessible.

**CREATION OF A LAUNDRY DROP-OFF POINT AT RECEPTION:** To increase cleaning time for rooms, guests are invited to drop off their laundry at Reception while they are on their way out. This will eliminate the need for Housekeeping to check all rooms for laundry in the morning.

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## Key Success Factors

Innovation in process involves reviewing and redesigning current systems and processes with the aim of streamlining and integrating them so as to raise efficiencies. One example of ways to achieve innovation in process includes applied research to explore improvements to eliminate process redundancies.

*Project period: 6 months*

*Estimated cost: -*

## RESULTS

### RAISED EFFICIENCIES & INCREASED CAPACITY

**Raised efficiencies:** Savings of 1 Full-Time Equivalent in the housekeeping department.

**Increased capacity:** Time savings have resulted in an increase in room cleaning capacity with each attendant cleaning 13% more rooms per day.