

# eZee FrontDesk

## House Keeping Module Manual



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**House Keeping** is the management of house, cleanliness, care and servicing and comfort of the Guests.

Effective housekeeping includes keeping work areas clean and orderly; maintaining rooms, halls, kitchens and floors free of dirt; and removing of waste materials.

Decoration is a necessary component of housekeeping. Decoration allows you to personalize your property for your guests.

Housekeeping Module will help management get a job done effectively and properly.

**Note:** For using items needed in housekeeping task user will need to configure the items in POS and select the outlet in FDC 'eZee Icon (top left corner)  Options ' Miscellaneous' Housekeeping ' Housekeeping POS Outlet.

Click on eZee Icon on top left corner >> Go to FrontDesk View >> House Keeping View



Then click on 'Housekeeping Tab' for housekeeping menus.

The screenshot displays the eZee FrontDesk software interface. At the top, there is a menu bar with options like Front Office, Back Office, Tools & Utilities, GRM, Laundry, Banquet, Minibar, House Keeping, Maintenance, Payroll, and Help. Below the menu is a toolbar with various icons for actions like Walk In, New Res., List, New Booking, List, New, List, Guest Ledger, Guest Message, Guest Search, Guest Database, Change User, Phone Directory, and Cashier Report.

The main area features a 'Search Criteria' section with dropdown menus for Floor, Room Type, Room, Room Status, and Maid. Below this is a table listing room details:

Entity	Type	Floor	GuestName	Arrival Date	Departure Date	Maid	Pax(A/C)	FO Comments	HK Comments	CR+G	Occ	Occup	V
101	Garden	Ground Floor	Kalyan Ron	1/19/2010 1:05:...	1/22/2010 1:05:40 PM								
102	Garden	Ground Floor	Imkiyaz Adam	1/19/2010 1:09:...	1/22/2010 1:09:38 PM								
103	Garden	Ground Floor											
104	Garden	Ground Floor											
105	Garden	Ground Floor											
402	Cottage	Ground Floor	Castlo Cesar	1/19/2010 12:15:...	1/22/2010 12:50:20 PM								
401	Cottage	Ground Floor	Lenger Justin	1/19/2010 12:4:...	1/22/2010 12:48:34 PM								
403	Cottage	Ground Floor											

Below the table are three panels: 'Room Status' with checkboxes for Clean and ready for guest, Occupied Clean, Occupied Dirty, Vacant Clean, and Vacant Dirty; 'Comments' with text areas for House Keeping and Front Desk; and 'Other Information' with fields for Last Visited Date, Last Maid Assigned, Last Service Request, Service Status, Next O/O On, Next Reservation, Out of Order Reason, and Remarks. At the bottom, there is a summary bar showing counts for All (46), Vacant (31), Occupied (8), Dirty (4), Out of Order (2), Reserved (4), and Suspense (1).

## I House Keeping Configuration

**1. New Maid:** - Allows defining all the maids/staff responsible to perform tasks.

Click on New Maid → Add/Edit 'New Maid' screen will be opened as shown below:

The 'Add/Edit Maid' form is divided into several sections:

- Maid Information:** Includes fields for Alias (JH), Name (Johnathan), Gender (Male), Address (Street # 4), City (Oklahoma), and Zip Code (40056).
- Other Information:** Includes fields for Phone (510-764-1791), Avg. Cost/Hr. (20), Remark, and Maid Image (No Image).

At the bottom of the form are 'Save' and 'Close' buttons.

Enter all information such as name, address, browse the picture, etc. All maids will be listed in 'Maid List'.

**2. New Room Status:** - You will need to create all the status for rooms to be applied on.

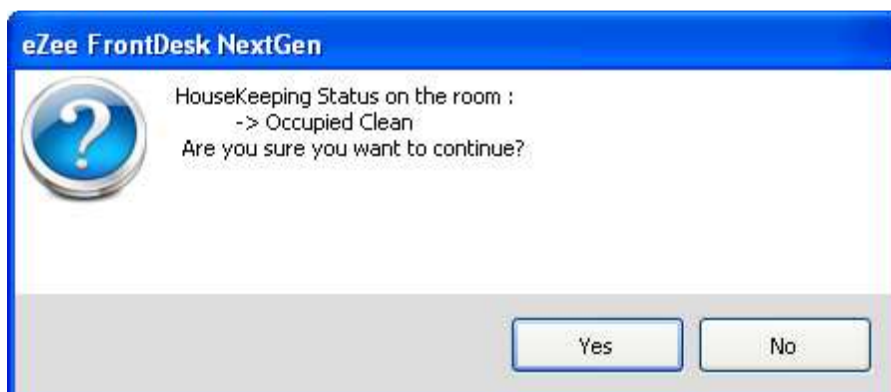
For Example: - Occupied clean, occupied dirty, vacant clean, vacant dirty.

In order to define new status → click on 'New' → Add/Edit 'Room Status' screen will open as shown below:

Enter all information such as name, description, etc.

#### ❖ **Special Settings:** -

- **Display Color:** - It's a good idea to change the background color of the status to be visible in House Keeping View. It helps staff to immediately check the status of the room and can do needful action.
- **Show on Housekeeping View:** - Activating this setting will allow the status column to be visible in Housekeeping.
- **Notify FrontDesk on Check In:** - Activating this setting will give following pop up message of the room status when front desk clerk check in that room on which this status has been applied.



- **Notify FrontDesk on Check Out:** - Activating this setting will give a pop up message of the room status when front desk clerk check out that room on which this status has been applied.

**3. New Task:** - Task is a specific work that a house keeper needs to do. You will need to define all the tasks your house keeper will be performing.

Click on 'Task' → 'Add/Edit Task' screen will be opened as shown below:

The screenshot shows a window titled "Add/Edit Task". Inside, there is a section labeled "Task Information" with the following fields:

- Alias: VC
- Name: Vaccum carpet
- Name: Vacío alfombra
- Name: Máy hút bụi thảm
- Description: Vaccum all the carpets.

At the bottom of the window, there are two buttons: "Save" and "Close".

**Following is a sample list of the types of tasks that should be done on a regular schedule:**

▶ **Kitchen**

- Scrub sink
- Wipe off kitchen counters
- Wipe down outside of all appliances
- Clean stovetop
- Sweep/mop floors

▶ **Bathroom(s)**

- Clean toilet
- Scrub bathtub/shower
- Clean counters
- Wipe down mirrors
- Refill q-tips/cotton balls/soap dispenser/toilet paper etc.

▶ **Lobby area(s)**

- Pick up clutter
- Dust
- Vacuum furniture
- Vacuum carpet

▶ **Room(s)**

- Pick up clutter
- Make the bed
- Change bed linens
- Dust
- Vacuum carpet

▶ **Other Tasks**

- Sweep patio/porch/deck
- Take out trash/recycling
- Water plants

**4. Maid List:** - Gives you the list of all the maids you have employed.

**Maids**  
Define Maids. This information will build Maid Database. This database can be used further.

Alias	Name	Address	Phone	Remarks
Ash	Ash Fernades			
Beatr	Beatrice Jackson			
Edith	Edith			
Edna	Edna Francis			
Emanu	Emanuel			
Grac	Grace Wilson			
Jack	Jacklene			
Johnr	Johnathan			
Maria	Mariam Desuza			
Safni	Safnia			
Soph	Sophia Daniel			

**New** **Edit** **Delete** **Close**

Manage the list of your Maids with – **New, Edit, and Delete** buttons.

**5. Room Status List:** This will give you list of all the Room status defined. Defining new Room Status is explained in 'New Room Status' section of the manual.

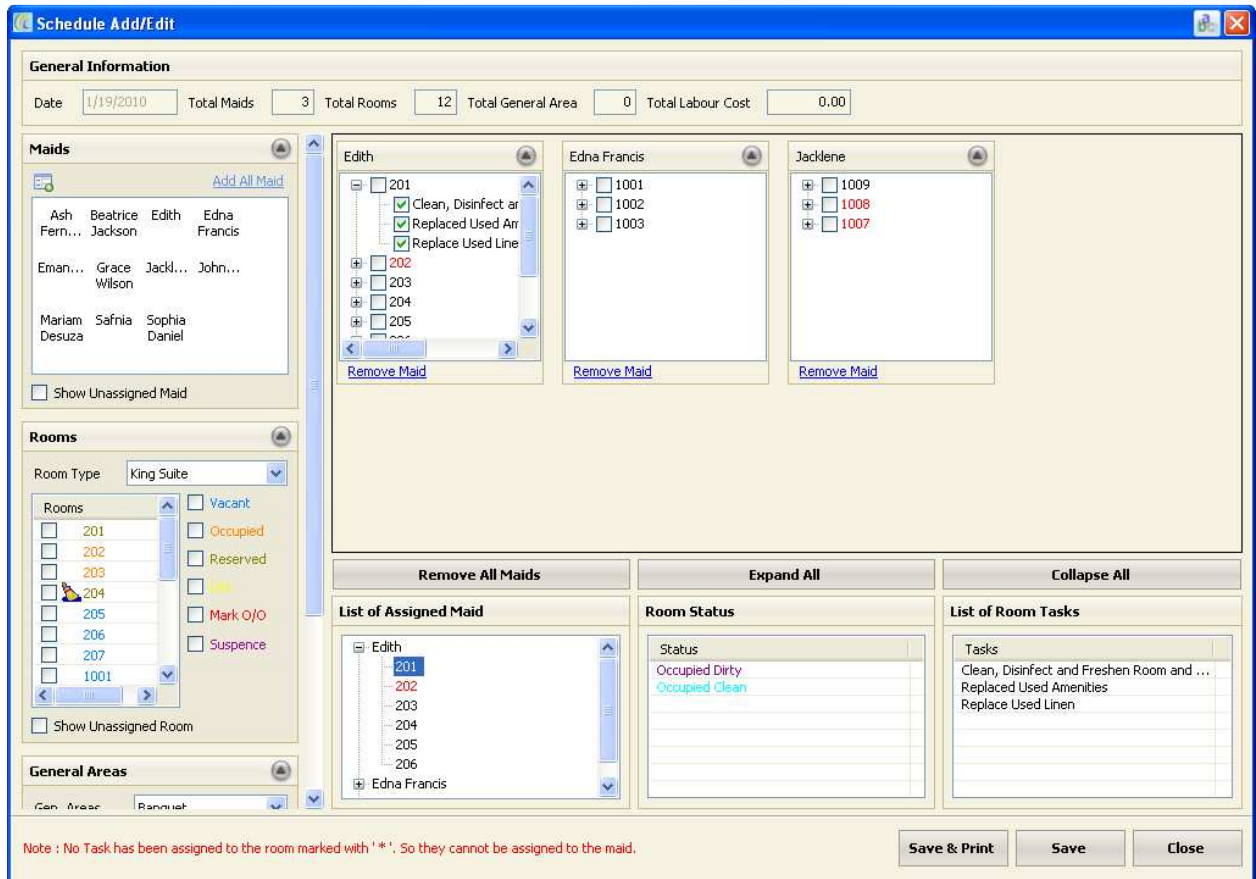
**Room Status**  
Define Room status. This information will build Room status Database. This database can be used further.

Alias	Name	Description
Occ	Occupied Clean	
Occup	Occupied Dirty	
Vacan	Vacant Clean	
Vacan	Vacant Dirty	

**New** **Edit** **Delete** **Close**

**6. Task List:** This list will give you list of all the Tasks defined. Defining new Task is explained in 'New Task' section of the manual.





### **General Information:** -

Select the maid by **drag and drop** maid → Select the room from check boxes and drag and drop → 'Save'.

**Note:** Only assigned task rooms can be assigned. You can distinguish this by \* sign against each room number.

- **Remove all Maids:** - Clicking on this will remove all the added maids.
- **Expand all:** Clicking this option allows the user to expand the list of all the maids that are selected in the middle box.
- **Collapse all:** Clicking this will minimize the windows of housekeepers with room schedules.
- **List of Assigned Maid:** It will give you list of all the maids to which task has been scheduled.
- **Room Status:** It will give you list of room status applied on room. To view status → select room in List of assigned maid column.
- **List of Room Tasks:** It will give you list of room tasks applied on room. To view task → select 'Room' in List of assigned maid column.



**3. HK Pax:** This is counting of guests when house keeper enters in room.

Room Name	Guest Name	No. Of Adult	No. Of Child
<input checked="" type="checkbox"/> 306	Marshall Alfred	2	3
<input checked="" type="checkbox"/> 203	Farin Alexander	1	1
<input type="checkbox"/> 202	Ang Ken	1	0
<input type="checkbox"/> 301	Victor Desouza	5	7
<input checked="" type="checkbox"/> 401	Lenger Justin	2	2
<input type="checkbox"/> 101	Kalyan Ron	0	0
<input type="checkbox"/> 102	Imtiyaz Adam	1	1
<input type="checkbox"/> 1002	Ted Raymond	3	1
<input type="checkbox"/> 304	Forth Michelle	1	1

Enter the adult and child counting in Number of Adult and Number of Child fields.

**4. Schedule Status:** Allows keeping status of work. All schedules should be reported by housekeeping staff and mark the rooms as 'Done'.

Click on Schedule Status → Add/Edit Work Status list opens as shown below:

Room/Area	Maid	Done ?
1007	Jacklene	<input checked="" type="checkbox"/>
1008	Jacklene	<input checked="" type="checkbox"/>
1009	Jacklene	<input type="checkbox"/>
1003	Edna Francis	<input type="checkbox"/>
1002	Edna Francis	<input type="checkbox"/>
1001	Edna Francis	<input type="checkbox"/>
206	Edith	<input type="checkbox"/>
205	Edith	<input type="checkbox"/>
204	Edith	<input type="checkbox"/>

If all the tasks assigned to house keeper have been done in the room, mark as 'Done'.

**Note:** Once done and saved it cannot be unchecked again.