Housekeeping Management: Room Inspection, Linen and Laundry Control and Department Budgets

2 – 6 August 2027
Amsterdam - Zuidas business district hotel



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Introduction:

Housekeeping management decides whether guests, patients and residents find a clean, safe and well-presented room, yet many housekeeping departments run on habit: cleaning standards are unwritten, inspections vary by supervisor, linen disappears between floor and laundry, and labour and chemical costs rise without explanation. This Core Concept course trains housekeeping leaders in hotels, hospitals and serviced residences to set room and public area standards, inspect against them, control linen and laundry, plan attendant workloads and build the housekeeping budget. Participants produce a Housekeeping Department Operating Manual with Linen Par Model and Annual Housekeeping Budget.

Course Objectives:

- Organise the housekeeping department structure, shift pattern and job breakdowns for a hotel, hospital or serviced residence
- Write room, bathroom and public area cleaning standards and inspect rooms against a scored checklist
- Select cleaning chemicals, colour-coded equipment and methods that meet hygiene and environmental cleaning practice for each area type
- Run linen and laundry operations, from soiled linen handling to finishing, with par stock levels, linen counts and loss tracking
- Plan housekeeping staffing, attendant workloads and productivity targets and control guest supplies, amenities and chemical inventory
- Build an annual housekeeping budget, KPI dashboard and department operating manual covering guest requests, lost property and sustainability measures

Target Audience:

- Managers accountable for the housekeeping department of a hotel, resort or serviced-apartment property
- Supervisors responsible for floor teams, room inspections and public area cleaning rotas on each shift
- Managers responsible for environmental services and ward cleaning in hospitals and long-term care facilities
- Managers responsible for in-house or contracted laundry, linen rooms and uniform issue
- Managers of staff accommodation, student residences and compounds who oversee cleaning and linen services

Course Outline:

Day 1: The Housekeeping Department: Role, Structure and Current-State Review

- Housekeeping Department Scope: Guest Rooms, Public Areas, Back-of-House and Laundry
- Hotel, Hospital and Residence Housekeeping Models Compared
- Executive Housekeeper, Floor Supervisor, Room Attendant and Houseperson Job Breakdowns
- Shift Pattern Design: Morning, Evening and Night Coverage
- Housekeeping Current-State Audit Checklist and Gap Register

Day 2: Cleaning Standards, Chemicals, Equipment and Hygiene Basics

- Room Cleaning Sequence Standard: Departure, Stay-Over and Deep-Clean Rooms
- Cleaning Chemistry Factors: Time, Temperature, Chemical Action and Mechanical Action
- Chemical Selection by Surface, Dilution Control and Safety Data Sheet Use
- Colour-Coded Cloths, Mops and Equipment to Prevent Cross-Contamination
- Healthcare Environmental Cleaning Practice: High-Touch Surfaces and Clean-to-Dirty Order

Day 3: Room Inspection, Public Areas, Linen and Laundry Operations

- Scored Room Inspection Checklist and Supervisor Inspection Rounds
- Public Area and Back-of-House Cleaning Frequency Schedule
- Laundry Process Chain: Sorting, Washing, Drying, Ironing and Folding
- Linen Par Stock Calculation, Linen Room Issue and Monthly Linen Count
- Soiled and Infectious Linen Handling, Bagging and Transport Routes

Day 4: Staffing, Productivity, Costs, Guest Service and Sustainability

- Rooms Per Attendant Workload Planning and Daily Board Allocation
- Guest Supplies, Amenities and Chemical Inventory with Reorder Points
- Linen Loss, Rejection and Replacement Cost Analysis
- Lost Property Register, Guest Request Log and Front Office and Maintenance Coordination
- Water, Energy and Amenity Reduction Measures: Towel Reuse, Bulk Dispensers and Laundry Load Optimisation

Day 5: Inspection Walkthrough and the Housekeeping Operating Manual

- Inspection Walkthrough Exercise: Guest Room, Bathroom and Corridor Scoring
- Hospital Ward and Serviced Residence Case: Cleaning Failure and Corrective Actions
- Annual Housekeeping Budget Build: Labour, Linen, Chemicals and Amenities
- Housekeeping KPI Dashboard: Inspection Scores, Cost Per Occupied Room and Linen Loss Rate
- Housekeeping Department Operating Manual Drafting and Peer Review

Skills You Will Gain:

- Cleaning Standard Writing
- Room Inspection Scoring
- Cleaning Chemical Control
- Cross-Contamination Prevention
- Linen Par Planning
- Laundry Process Control
- Attendant Workload Planning
- Housekeeping Budgeting

Why Attend This Course:

- Return with a Housekeeping Department Operating Manual with Linen Par Model and Annual Housekeeping Budget for your own property
- Give supervisors one scored inspection method so room quality no longer depends on who checks
- Show management where linen, chemical and labour money goes and which lines to cut first
- Compare housekeeping routines with peers from hotels, hospitals, serviced apartments and staff residences

Conclusion:

A housekeeping department earns trust when its standards are written, its inspections are consistent and its linen, labour and supplies are counted. The course moves from department structure and shift design, through cleaning standards, chemicals and hygiene basics, into inspection, public areas and the laundry process, then to attendant workloads, inventory, guest requests and sustainability. The final day applies these methods in an inspection walkthrough and a multi-sector case and produces a housekeeping operating manual, linen par model and annual budget.