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Ministry of Education



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TVET BOARD

RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

FHOHS501
Performing Housekeeping
Store Activities

TRAINEE'S MANUAL

April, 2025



Republic of Rwanda
Ministry of Education



PERFORMING HOUSEKEEPING STORE ACTIVITIES



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LIST OF ABBREVIATIONS AND ACRONYMS

CBET:	Competence Base Education and Training
EU:	European Union
PC:	Piece
PPE:	Personal Protective Equipment
RQF:	Rwanda Qualification Framework
RTB:	Rwanda TVET Board
SOPs:	Standard Operating Procedures
TVET:	Technical and Vocational Education and Training

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to Perform housekeeping store activities. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

Module Units:

Unit 1: Prepare for stock management

Unit 2: Arrange housekeeping store

Unit 3: Ensure stock delivery activities

UNIT 1: PREPARE FOR STOCK MANAGEMENT



Unit summary

This unit provides you with the knowledge, skills and attitudes required prepare for stock management. It covers the checking cleanliness of housekeeping store, checking store facilities, and displaying store room.

Self-Assessment: Unit 1

1. Look at the unit illustration and discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify cleanliness of housekeeping store					
Describe the cleanliness of overall borderline in housekeeping store.					
Describe Standard Operating Procedures (SOPs) for housekeeping store cleaning					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify facilities used for storing hotel linen.					
Identify unpleasant odours and their potential sources.					
Identify types of housekeeping storeroom					
Describe safety and security consideration of housekeeping storeroom					
Check cleanliness of housekeeping store					
Identify the categories of housekeeping store room					
Identify housekeeping store facilities used to store hotel linen.					
Describe key considerations to ensure a safe and secure housekeeping store working environment.					
Check the condition of housekeeping supplies					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify the cleanliness, housekeeping.	1. Check cleanliness of housekeeping store	1. Pay attention to details while checking the cleanliness of housekeeping store.
2. Identify tips followed while checking the surface hygiene in a housekeeping store.	2. check the surface hygiene in a housekeeping store.	2. Pay attention to details while checking the cleanliness of housekeeping store.
3. Describe the cleanliness of overall borderline in housekeeping store?	3. Check the cleanliness of overall borderline in housekeeping store	3. Comply with cleaning standards procedure while cleaning
4. Identify different steps followed while checking the cleanliness of equipment in housekeeping store.	4. Check the cleanliness of equipment in the housekeeping store	4. Comply with cleaning standards procedure while cleaning.
5. Identify unpleasant odours in store room and their potential source.	5. Check unpleasant odours in storeroom and their potential	5. Be attentive while checking unpleasant odours in storeroom
6. Identify categories of housekeeping storeroom	6. Arrange store room	6. Be attentive while arranging store room
7. Describe safety and security considerations of housekeeping storeroom	7. Check safety and security in housekeeping storeroom	7. Take necessary safety and security precautions



Discovery activity:



Task 1

Read and answer the following questions:

1. What do you understand by?
 - a. Cleanliness
 - b. Housekeeping storeroom
 - c. Hygiene
 - d. Cleaning supplies
2. Identify tips to follow when checking the surface hygiene in a housekeeping store?
3. How can you check the cleanliness of overall borderline in housekeeping store?
4. Identify different steps you can follow when checking the cleanliness of equipment in housekeeping store.
5. Identify different steps to be followed when checking the condition of cleaning supplies in housekeeping store
6. Describe Standard Operating Procedure (SOP) for cleaning a housekeeping store
7. What do you understand by housekeeping store facilities?
8. Outline three (3) examples housekeeping store facilities used to store hotel linen.
9. Why it is important to checking housekeeping store facilities used for storing hotel linen.
10. Discuss the types of housekeeping store room
11. Outline at least five (5) key considerations to ensure a safe and secure housekeeping store working environment.

Topic 1.1: Checking Cleanliness of housekeeping store



Activity 1: Problem Solving

Scenario 1: Checking cleanliness of housekeeping store

Mutesi is a new hired staff at the position of housekeeping Manager at X Hotel located in Karongi district. The hotel has the problem of poor hygiene in housekeeping storeroom. The hotel owner wanted Mutesi to check the cleanliness in housekeeping store and solve the issue by employing the housekeeping staff the hotel has.



Task 2:

Referring to the scenario 1, do the following:

1. Suggest Mutesi the necessary tips to check the surface hygiene in a housekeeping store
2. Describe the procedure for checking the cleanliness of overall borderline in housekeeping store
3. Identify different steps to be followed when checking the cleanliness of equipment in housekeeping store.
4. Identify different steps to be followed when checking the condition of cleaning supplies in housekeeping store
5. Describe Standard Operating Procedures (SOPs) for cleaning a housekeeping store

Key Facts 1.1: Checking Cleanliness of housekeeping store

- **Cleanliness**

- ✓ **Definition of key terms**



- Cleanliness**

- Cleanliness is the state of being clean and free from germs, dirt, trash, or waste. Cleanliness is often achieved through cleaning.



- Housekeeping storeroom**

- It is a dedicated space within a facility, such as a hotel, where cleaning supplies, equipment, and other housekeeping materials are stored.

- It serves as a central hub for housekeeping staff to access the necessary tools and resources to maintain the cleanliness and hygiene of the facility.

Hygiene

- Hygiene refers to the practices and conditions that help to maintain health and prevent the spread of diseases. It encompasses both personal hygiene and environmental hygiene

Cleaning supplies

- Cleaning supplies are products used to clean surfaces and objects. They can be chemicals, tools, or equipment.



✓ **Tips to check the surface hygiene in a housekeeping store**

-  Look for visible dirt, grime, or stains: This includes floors, walls, ceilings, shelves, countertops, equipment, and doorknobs.
-  Check for spills
-  Inspect for signs of pests: Look for signs of pests like cockroaches, mice, or ants
-  Sniff for any unpleasant odours: Unpleasant odours can indicate poor hygiene or spoiled products.
-  Take photos of any issues: Photos can be used to document problems and track progress over time.
-  Involve your housekeeping staff in the inspection process: This can help to ensure that they are aware of the importance of surface hygiene.

- ✚ Provide regular training to your housekeeping staff on proper cleaning techniques and hygiene practices.

✓ **Procedure for checking the cleanliness of overall borderline in housekeeping store**

- ✚ To check the overall borderline in a housekeeping store, you need to establish clear criteria and conduct a thorough inspection. Here's a step-by-step approach:

i. Develop a checklist

Create a detailed checklist covering each of these areas. For example:

- Are all surfaces free of dirt, dust, and debris?
- Are there any spills or stains that haven't been cleaned up?
- Are the floors clean and free of hazards?
- Are the windows and mirrors clean and streak-free?

ii. Conduct a thorough inspection

- Walk through the store, paying attention to each area on the checklist.
- Sniff for any unpleasant odours that may indicate poor hygiene or spoiled products
- Ensure that everything is cleaned and it is in its proper place.

iii. Evaluate performance

- Assign a score or rating to each area based on the checklist.
- Calculate an overall score or rating to determine the overall borderline.
- Identify areas that need improvement.

iv. Take corrective action

- Address any issues identified during the inspection.
- Implement new procedures or training to improve performance.
- Monitor progress and conduct regular inspections to maintain high standards.

✓ **Steps to be followed while checking the cleanliness of equipment in housekeeping store**

To check the cleanliness of equipment in a housekeeping store, you can follow these steps:

i. Visual Inspection

- Look for visible dirt, grime, or stains on the equipment's surface.
- Ensure they are clean and free from debris.

ii. Hygiene Check

- Inspect brushes, nozzles, and other attachments for cleanliness.
- Check for any unpleasant odours, especially from vacuum cleaner bags or filters.

iii. Sanitization

- Ensure that the equipment is regularly sanitized, especially after use.
- Store equipment in a clean and dry place to prevent damage.
- Train housekeeping staff on proper equipment usage and maintenance.

✓ **Steps to be followed while checking the condition of cleaning supplies in housekeeping store**

To check the condition of cleaning supplies in a housekeeping store, you can follow these steps:

i. Visual inspection

- Check for any damage to the packaging, such as tears, leaks, or dents.
- Ensure that the cleaning supplies are not expired.
- Check if the labels are clear, legible, and provide accurate information about the product.

ii. Functional check

- Test the cleaning power of the supplies on a small, inconspicuous area.
- Ensure that the cleaning agents have a pleasant or neutral odour.
- Verify that the cleaning supplies are stored safely and securely, away from incompatible substances.

iii. Storage conditions

- Check if the storage area is at the appropriate temperature and humidity levels.
- Ensure that the storage area is well-ventilated to prevent the build-up of fumes.
- Implement a rotation system to use older supplies first.
- Train housekeeping staff on the proper use and storage of cleaning supplies.

✓ Standard Operating Procedures (SOPs) for cleaning a housekeeping store

A. Daily cleaning routine

- Gather necessary cleaning supplies: cleaning agents, cloths, sponges, brushes, mop, bucket, and gloves.
- Ensure adequate ventilation.
- Remove all items from shelves and counters.
- Wipe down surfaces with an appropriate cleaning solution and a clean cloth.
- Replace items neatly and orderly.
- Sweep the floor to remove loose dirt and debris.
- Mop the floor with a cleaning solution, ensuring all areas are covered.
- Dry the floor to prevent slipping hazards.
- Clean and disinfect all equipment, such as mops, brooms, and vacuum cleaners.
- Store equipment in a designated area.
- Empty all trash cans and recycling bins.
- Line trash cans with fresh liners.
- Take out trash and recycling to designated areas.
- Clean windows and glass surfaces with a glass cleaner and a clean cloth.
- Disinfect high-touch surfaces, such as doorknobs, light switches, and countertops.
- Conduct a final inspection to ensure all areas are clean and organized.

B. Weekly deep cleaning routine

- Deep clean shelves, drawers, and cabinets.
- Clean behind and under equipment.
- Wash walls and ceilings, if necessary.
- Scrub and sanitize floors.
- Inspect and maintain equipment, such as vacuum cleaners and floor scrubbers.

Housekeeping store cleanliness Checklist (Sample)

Assessment criteria and Indicator	Observation	
	Yes	No
A. General cleanliness of housekeeping store is checked.		
✓ Floors are clean, dry, and free from debris or stains.		
✓ Walls and ceilings are dust-free and without cobwebs.		
✓ Shelves and racks are wiped clean and organized.		
✓ Windows, glass, and mirrors are clean and streak-free.		
✓ Trash bins are emptied and cleaned regularly		
✓ Overall borderline is cleaned		
✓ No bad odours; the store has proper ventilation or air fresheners as needed.		
B. Supplies and Equipment are checked		
✓ Cleaning equipment is free from dust and grime		
✓ Electrical equipment (e.g., vacuum cleaners) is cleaned and in working condition.		
✓ All buckets, mop heads, and cloths are cleaned after use.		
✓ Personal protective equipment (PPE) is clean and accessible		

C. Pest control is checked		
✓ No visible signs of pests or infestation (e.g., droppings, nests).		
✓ Pest control measures are regularly implemented.		
✓ Food or beverages are not stored in the housekeeping area.		



Activity 2: Guided Practice



Task 3:

Read situation below and perform tasks related:

At your school's housekeeping store, while generally tidy, has developed a musty smell lately. Some cleaning supplies seem damp, and there's a suspicious patch of discoloration on a shelf in the back corner. You are asked to check the cleanliness of your school's housekeeping store.

Notes: -For any clarifications, you may refer to the key facts:1.1. in your manual.



Activity 3: Application



Task 4:

Visit your school workshop or the nearby hotel housekeeping store and perform the following tasks:

1. Check the condition of housekeeping supplies
2. Check the cleanliness of equipment in the housekeeping store
3. Check the surface hygiene in housekeeping store
4. Create housekeeping store cleaning SOPs

Topic 1.2: Checking Store facilities



Activity 1: Problem Solving

Read this statement and answer the questions below:

You are hired as a housekeeping Manager at MK Hotel which is a new hotel opening soon. Among your responsibilities, there is to check housekeeping store facilities used for hotel linen, staff uniform, cleaning supplies and guest room amenities.



Task 5:

1. What do you understand by housekeeping store facilities?
2. List four examples of housekeeping store facilities used to store hotel linen.
3. What are the key points to be focused on while checking housekeeping store facilities for hotel linen?
4. What are the key points to be focused on while checking housekeeping store facilities for storing hotel staff uniform?
5. What are the key points to be focused on while checking housekeeping store facilities used for storing hotel cleaning supplies?
6. What are the key points to be focused on while checking housekeeping store facilities used for storing hotel guest amenities?

Key Facts 1.2: Checking housekeeping store facilities

• Introduction

- ✓ Housekeeping store facilities refer to the areas and resources within a hotel or other facility that are dedicated to storing and managing housekeeping supplies and equipment. Housekeeping store facilities for storing hotel linen are for example:



Shelves: They are used to store folded linen, organized by type and size.



 **Hanging racks:** They are used to hang items like bathrobes and curtains.



 **Trolleys:** Linen trolleys are used to transport clean linen to guest floors.



 **Storage bins:** They are used to store smaller items like napkins or tablecloths



- **Checking housekeeping store facilities used for storing hotel linen.**

To effectively check housekeeping store facilities for hotel linen, you should focus on several key points:

- ✓ Ensure there is an adequate supply of clean linen, including sheets, pillowcases, duvet covers, towels, and bathrobes, to meet daily demands.
- ✓ Inspect the linen for any damage, stains, or wear and tear. Discard any items that are beyond repair.
- ✓ Check if the linen retains its colour after multiple washes. Faded or discoloured linen can affect the overall appearance of the room.
- ✓ The linen room should be clean, well-ventilated, and free of pests.

- ✓ Linen should be neatly folded and stored in designated areas.
- ✓ Check for any expired or damaged items and discard them.
- ✓ Implement a rotation system to ensure that all linen is used regularly, preventing it from becoming stale or damaged.
- ✓ The linen room should be maintained at a suitable temperature and humidity level to prevent mildew and mould growth.
- ✓ Implement security measures to protect the linen from theft or damage.
- ✓ Maintain accurate records of linen inventory to optimize stock levels and minimize losses.
- ✓ Monitor the laundry schedule to ensure timely processing and replenishment of linen stocks.
- ✓ Conduct regular inspections of the linen room to identify any issues early on.
- ✓ Train housekeeping staff on proper linen handling, storage, and care practices.
- **Checking housekeeping store facilities used for storing hotel staff uniforms**
 - ✓ Hotels typically have dedicated storage areas for staff uniforms. These areas are usually located in the back of the house, away from guest areas. They are often equipped with racks, shelves, and lockers to keep uniforms organized and protected.

To Check housekeeping store facilities used for storing hotel staff uniforms you need to:

 - ✚ Conduct regular inspections, ideally weekly or bi-weekly.
 - ✚ Use a detailed checklist to ensure thoroughness:
 - Are the storage areas clean and free of debris, dust, and odours?
 - Are uniforms neatly organized by department or employee?
 - Are uniforms in good condition, free of stains, tears, or missing buttons?
 - Is the storage area well-ventilated to prevent mildew and mould growth?
 - Are there adequate security measures in place to prevent theft or unauthorized access?
 - ✚ Conduct monthly or quarterly inventory checks.
 - Count the number of uniforms in storage.
 - Compare the count to the employee roster.

- Identify any missing or damaged uniforms.
- Address any discrepancies promptly.
- + Encourage housekeeping staff to voice any concerns or suggestions regarding the uniform storage facilities.
- + Implement a feedback form for anonymous suggestions and complaints.
- + Ensure that storage shelves, racks, and lockers are regularly cleaned and maintained.
- + Address any maintenance issues promptly to prevent further damage to uniforms or the storage area.
- + Implement a system to restrict access to the storage area to authorized personnel only.
- + Consider installing security cameras to monitor the area and deter theft.
- + Use a system to track the movement of uniforms, making it easier to identify any discrepancies.
- **Checking housekeeping store facilities used for storing cleaning supplies**

Hotel cleaning supplies are a variety of products used to maintain the cleanliness and hygiene of a hotel. Common facilities used for storing hotel cleaning supplies are:

 - ✓ **Dedicated Storage Room:** A large, secure room specifically designed for storing cleaning supplies. It may have shelves, cabinets, and bins to organize different types of products.
 - ✓ **Janitor's Closet:** A smaller storage area, often located in the basement or ground floor of the hotel.
 - ✓ **Cleaning Carts:** Rolling carts equipped with shelves, bins, and compartments to transport cleaning supplies to different areas of the hotel.

+ **To Check housekeeping store facilities used for storing cleaning supplies you need to:**

 - + Conduct regular inspections, ideally weekly or bi-weekly.
 - + Use a detailed checklist to ensure thoroughness:
 - Are the storage areas clean and free of debris, spills, and odours?
 - Are supplies neatly organized by category or usage?

- Are supplies adequately stocked and replenished as needed?
- Is the storage area well-ventilated to prevent fumes from accumulating?
- Are there adequate security measures in place to prevent theft or unauthorized access?
- Are all chemicals and cleaning products properly labelled?
- Are cleaning products checked for expiration dates and disposed of properly?
- Are hazardous materials stored separately and in accordance with safety regulations?
- ✚ Ensure that storage shelves, racks, and carts are regularly cleaned and maintained.
- ✚ Address any maintenance issues promptly to prevent damage to supplies or the storage area.
- **Checking housekeeping store facilities used for storing guest amenities**

Hotel guest amenities are the various facilities, services, and comforts offered to guests during their stay. These amenities can significantly enhance the guest experience and contribute to overall guest satisfaction.

 - ✓ **To check housekeeping store facilities used for storing guest amenities you need to:**
 - ✚ Conduct regular inspections, ideally weekly or bi-weekly.
 - ✚ Use a detailed checklist to ensure thoroughness:
 - Are the storage areas clean and free of debris, dust, and pests?
 - Are amenities neatly organized by type and room category?
 - Are supplies adequately stocked and replenished as needed?
 - Are toiletries and other perishable items checked for expiration dates and rotated accordingly?
 - Are there adequate security measures in place to prevent theft or unauthorized access?
 - Are temperature and humidity levels controlled to preserve product quality?

- Ensure that storage shelves, racks, and cabinets are regularly cleaned and maintained.
- Address any maintenance issues promptly to prevent damage to amenities or the storage area.

✓ **Housekeeping store facilities checklist (sample)**

Assessment criteria	Indicator	Observation	
		Yes	No
A. General store condition			
✓	Adequate space for storing linens without overcrowding is available and clean.		
✓	Adequate space for storing uniforms without overcrowding is available and clean.		
✓	Adequate space for storing cleaning supplies is available and clean.		
✓	Adequate space for storing guest amenities is available and clean.		
✓	Floors are clean, dry, and non-slippery.		
✓	Walls and ceilings are free from dampness, cracks, or stains.		
✓	Adequate lighting for visibility in all storage areas.		
✓	Proper ventilation to prevent mustiness or odors		
B. Storage facilities			
✓	Shelves and racks are sturdy, in good condition, and securely fixed.		
✓	Storage bins and containers are clean, labelled, and in good condition.		
✓	Proper facilities for hanging or storing cleaning equipment is available		
✓	Trolley for transporting cleaning supplies and linen is available		



Activity 2: Guided Practice



Task 6:

Read the scenario below and perform tasks related:

At your school's housekeeping store, while generally tidy, has developed a musty smell lately. Some cleaning supplies seem damp, and there's a suspicious patch of discoloration on a shelf in the back corner. You are asked to check the school's housekeeping store facilities.

Notes: -For any clarifications, you may refer to the **key facts:1.2.** in your manual.



Activity 3: Application



Task 7:

At the MK Hotel, the Executive Housekeeper, Mr. James Carter, is conducting a routine inspection of the housekeeping store after receiving complaints from staff about missing supplies, staff uniforms, and disorganization. Additionally, the hotel is preparing for a VIP event, which means an increased demand for linens, toiletries, and cleaning supplies. As an Executive Housekeeper, you are requested to check housekeeping store facilities.

Topic 1.3: Displaying Store room



Activity 1: Problem Solving

You are hired as housekeeping manager at HL Hotel and you receive interns in your department. You are requested to display store room and help them answering the following questions:



Task 8:

1. What are the categories of housekeeping store room?
2. Give examples of cleaning supplies used in housekeeping department.
3. What do you understand by chemical storage room?
4. Housekeeping staff are often exposed to various safety hazards and security risks.

Propose safety and security considerations to be applied to prevent safety hazards and security risks in housekeeping storeroom.

Key Facts 1.3 Displaying Store room

- **Displaying a storeroom** means organizing and arranging the storeroom in a structured and visually clear manner to ensure easy access, proper storage, and efficient inventory management.



- **Categories of housekeeping store room**
 - ✓ **Cleaning Supplies:** Cleaning supplies are substances or tools used to remove dirt, dust, stains, and other impurities from surfaces. They can include a wide range of products, such as:

- ✓ **Cleaning chemicals:** All-purpose cleaners, glass cleaners, toilet bowl cleaners, floor cleaners, carpet cleaners, disinfectants, sanitizers, etc.



- ✓ **Tools and Equipment:** Vacuum cleaner, squeegee, mop, dustpans, cleaning cloths, etc.



Vacuum cleaner

Squeegee

Mop



Dustpan

Cleaning Clothes

- ✓ **Disposable Supplies:** Toilet paper, Shampoo, hand soap, shampoo, bath towels, etc.



Toilet paper

Shampoo

Hand soap

Bath towel

- ✓ **Guest amenities:**

Guest amenities are the various facilities, services, and comforts offered to guests during their stay. These amenities can significantly enhance the guest experience and contribute to overall guest satisfaction. Guest amenities include:

- ✚ Toiletries: Shampoo, conditioner, body lotion, soap, etc.
- ✚ Stationery: Pens, pencils, notepads, envelopes, etc.
- ✚ Guest loan items: Iron and ironing board, adapters, etc.

- ✓ **Linen and Uniforms**

Linen is a crucial aspect of hotel operations, directly impacting guest comfort and satisfaction. Linen includes bed sheets, pillowcases, duvet covers, towels, bathrobes, etc.

Uniforms play a vital role in creating a professional and consistent image. Hotel uniforms include housekeeping staff uniforms, laundry staff uniforms, etc.

- ✓ **Maintenance Supplies**

- ✚ Tools: Screwdrivers, hammers, pliers, etc.
- ✚ Hardware: Screws, nails, bolts, etc.
- ✚ Paint and Paint Supplies: Paint brushes, rollers, paint trays, etc.
- ✚ Miscellaneous Items/ Other
- ✚ Cleaning Cart Supplies: Cleaning cart liners, trash bags, etc.

- ✚ Office Supplies: Printer paper, envelopes, pens, etc.

- ✚ First Aid Supplies: Band-Aids, antiseptic wipes, etc.

- **Types of housekeeping store room**

Classification of housekeeping store rooms, can generally be categorized based on their primary function and the types of items stored within them. Some common types housekeeping store rooms are:

- ✓ **Centralized/ Main housekeeping store room**

This is a large, central storage area for all housekeeping supplies, equipment, and linen. It typically houses:

- ✚ Cleaning chemicals

- ✚ Cleaning tools and equipment

- ✚ Disposable supplies

- ✚ Linen (sheets, towels, etc.)

- ✚ Uniforms

- ✚ Maintenance supplies

- ✓ **Floor linen room**

Smaller storage rooms located on each floor of the hotel. Primarily stores:

- ✚ Clean linen for immediate use on the floor

- ✚ Soiled linen awaiting collection

- ✚ Cleaning supplies for quick room turnaround

- ✓ **Public area storeroom**

Stores supplies and equipment specifically for maintaining public areas like lobbies, corridors, and restaurants. Typically contains:

- ✚ Vacuum cleaners

- ✚ Mops and brooms

- ✚ Cleaning chemicals

- ✚ Glass cleaner

- ✚ Floor polish

- ✓ **Laundry room**

While not strictly a "store room," it's closely related to housekeeping. It stores:

- ✚ Soiled linen

- + Clean linen
- + Laundry detergents and chemicals
- + Laundry equipment (washing machines, dryers, etc.)

✓ **Maintenance store room**

Stores tools, equipment, and supplies for maintenance and repair work.

Typically contains:

- + Hand tools (screwdrivers, hammers, pliers)
- + Power tools (drills, saws)
- + Paint and painting supplies
- + Plumbing supplies
- + Electrical supplies

✓ **Chemical storage room**

Chemical storage room is a specific type of housekeeping store room. It is designed to store cleaning chemicals and other hazardous materials used in housekeeping operations. It stores:

- + All-purpose cleaners
- + Disinfectants
- + Bathroom cleaners
- + Floor cleaners
- + Glass cleaners
- + Kitchen degreasers
- + Toilet bowl cleaners
- + Specialized Chemicals: carpet cleaners, upholstery cleaners, metal polishers, rust removers, mould and mildew removers
- + Other Chemicals: Bleach, ammonia, vinegar, alcohol, etc.

• **Safety and security consideration**

Housekeeping staff are often exposed to various safety hazards and security risks. Here are some key considerations to ensure a safe and secure working environment

✓ **Safety Considerations**

- + Physical Hazards: Slips, Trips, and Falls:
 - Maintain clean and dry floors.

- Use caution when using ladders and step stools.
- Wear appropriate footwear.

Back Injuries:

- Use proper lifting techniques.
- Avoid overexertion.
- Utilize equipment like carts to transport heavy loads.

Cuts and Burns:

- Handle cleaning chemicals carefully.
- Use protective gloves and eyewear.
- Be cautious with sharp objects like knives and broken glass.

Chemical Hazards:

- Store chemicals in a secure, well-ventilated area.
- Clearly label all chemicals.
- Use Personal Protective Equipment (PPE): gloves, masks, and safety goggles when handling chemicals.
- Have a plan in place for chemical spills and accidents.

Ergonomic Hazards/ Repetitive Strain Injuries (RSIs):

- Take regular breaks.
- Vary tasks to reduce repetitive motions.
- Use ergonomic tools and equipment.

✓ **Security Considerations**

Guest safety:

- Ensure guest rooms are secure, especially when unoccupied.
- Advise guests on secure storage of valuables.
- Train staff on emergency procedures, including fire safety and evacuation plans.

Staff safety:

- Lone Worker Safety: Implement buddy systems or check-in procedures for staff working alone.
- Train staff on security awareness, including recognizing suspicious behaviour and reporting incidents.

- Limit access to restricted areas and monitor key control.

 Theft prevention:

- Maintain accurate inventory records.
- Store valuable items in locked areas.
- Conduct thorough background checks on all employees.

- **Traffic flow in housekeeping storeroom**

Traffic flow in a housekeeping storeroom refers to the efficient movement of people, supplies, and equipment within the storage area. A well-organized storeroom with smooth traffic flow can significantly improve productivity and reduce the risk of accidents.

✓ **Minimizing obstacles in housekeeping store rooms.**

To minimize obstacles in housekeeping store rooms, you need to:

-  Ensure adequate space for movement.
-  Group similar items together.
-  Avoid overcrowding.
-  Prevent overstocking and understocking.
-  Timely restocking of supplies.
-  Label shelves and bins and containers for easy identification.
-  Reduce the risk of injuries.
-  Store hazardous chemicals in a secure, well-ventilated area, away from other supplies. Conduct regular inventory checks to identify low stock items and avoid shortages.
-  Keep emergency exits clear and unobstructed.
-  Keep supplies neatly arranged.
-  Maintain a clean and hygienic environment.
-  Use shelves, racks, and bins to maximize storage space.
-  Keep the storeroom clean and clutter-free.
-  Prioritize safety by following safety guidelines and using appropriate equipment.
-  Conduct regular inspections to identify and address any issues.

- ✚ Effective communication between housekeeping staff can improve efficiency.

✓ **Minimize accessibility in housekeeping store rooms.**

Several methods can be employed to minimize accessibility to a housekeeping store room among which there is:

- ✚ Install sturdy doors with high-security locks that require keys or key cards for access.
- ✚ Construct secure fencing or gates around the store room area.
- ✚ Use heavy-duty shelving units to create barriers within the store room, restricting access to specific sections.
- ✚ Implement an electronic access control system that records who enters and exits the store room.
- ✚ Use biometric scanners (fingerprint, facial recognition) for added security.
- ✚ Grant access privileges to authorized personnel only, limiting the number of people who can enter.
- ✚ Install surveillance cameras with clear visibility of the store room entrance and interior.
- ✚ Use cameras with motion detection and recording capabilities for monitoring activity.
- ✚ Display prominent signs indicating that the store room is restricted to authorized personnel only.
- ✚ Conduct regular training sessions with staff on the importance of store room security.
- ✚ Emphasize the consequences of unauthorized access and the procedures for reporting suspicious activity.
- ✚ Designate specific individuals responsible for securing the area and notifying authorities if necessary.

✓ **Checklist used while displaying housekeeping storeroom (sample)**

Assessment criteria and Indicator	Observation	
	Yes	No
A. Overall organization and Layout		
✓ Walkways are wide enough for easy movement of staff and equipment.		
✓ Items are grouped logically by type and frequency of use		
✓ Specific areas are designated for different categories of items (e.g., cleaning chemicals, linens, equipment).		
✓ Vertical space is utilized effectively with shelving and storage solutions.		
✓ The storeroom is clean and free of dust, debris, and clutter		
✓ Access to the storeroom is controlled and restricted to authorized personnel.		
B. Item storage and identification		
✓ Shelving is sturdy, appropriate for the weight of items, and properly installed.		
✓ A consistent labelling system is used throughout the storeroom.		
✓ Items are easy to identify and locate		
✓ Stock is rotated to ensure that older items are used first.		
✓ Items are stored securely to prevent spills, damage, or theft.		
✓ Items are stored in appropriate containers to maintain quality and prevent waste.		
C. Cleaning supplies and chemicals		
✓ Cleaning chemicals are stored separately from other supplies to prevent contamination.		
✓ Adequate ventilation is provided in the chemical storage area.		
✓ Chemical containers are clearly labelled with the product name and any necessary warnings.		

D. Tools and equipment storage			
✓ A designated area is provided for storing cleaning tools and equipment			
✓ Tools and equipment are stored neatly and organized.			
✓ Tools and equipment are maintained in good working condition.			
E. Linens and textiles			
✓ Linens and textiles are stored in a clean and dry area.			
✓ Linens and textiles are stored neatly and organized by type and size.			
✓ An inventory system is in place for tracking linens and textiles.			
F. Safety and emergency preparedness			
✓ A fire extinguisher is readily accessible in the storeroom.			
✓ The emergency exit is clearly marked and unobstructed.			
✓ Emergency procedures are posted in a visible location.			
✓ A first aid kit is readily available.			
G. Overall impression			
✓ The storeroom has a professional and organized appearance.			
✓ The storeroom is functional and meets the needs of the housekeeping staff			



Activity 2: Guided Practice



Task 9:

Visit the housekeeping store room in your school or nearby hotel and display the housekeeping store room.

Notes: -For any clarifications, you may refer to the **key facts:1.3.** in your manual.



Activity 3: Application



Task 10:

A MK Hotel housekeeping supervisor has noticed that the housekeeping storeroom is disorganized, making it difficult for staff to locate supplies quickly. Linens are mixed up, cleaning products are scattered, and inventory tracking is inefficient. The supervisor assigns you as the task of displaying the storeroom properly to improve efficiency and accessibility.



Formative Assessment

1. Choose the correct answer:

The following definition defines best cleanliness; **except:**

- a. Cleanliness is the state of being clean and free from germs, dirt, trash, or waste.
- b. Cleanliness refers to the practices and conditions that help to maintain health and prevent the spread of diseases.
- c. All the above
- d. None of the above

2. Answer by **True** if the statement is correct or **False** if the statement is wrong:

- a. When checking the surface hygiene in a housekeeping store, you need to look for visible dirt, grime, or stains: This includes floors, walls, ceilings, shelves, countertops, equipment, and doorknobs.
- b. Inspect for signs of pests and sniff for any unpleasant odors.
- c. Spills on the floor should not be checked for hygiene reason.

3. Arrange by order the following steps involved in the procedure for checking the cleanliness of overall borderline in housekeeping store:

- a. Develop a checklist
- b. Take corrective action
- c. Conduct a thorough inspection
- d. Evaluate performance

4. Match element (s) in column **A** with their meaning in column **B**.

Answer	Column A	Column B
1.	1. Guest amenities	A. They refer to the areas and resources within a hotel or other facility that are dedicated to storing and managing housekeeping supplies and equipment.
2.	2. Chemical storage room	B. They are the various facilities, services, and comforts offered to guests during their stay.
3.	3. Housekeeping store facilities	C. It is room is a specific type of housekeeping store room designed to store cleaning chemicals and other hazardous materials used in housekeeping operations.

5. The following are examples of housekeeping store facilities used to store hotel linen, except;
- Hanging racks
 - Shelves
 - Trolleys
 - Storage bins
 - Cleaning carts
6. Describe categories of housekeeping store room.
7. You are the supervisor of the housekeeping department in a mid-sized hotel. The hotel has been experiencing a growing number of guests and events, and as a result, you've been tasked with improving the stock management of cleaning supplies, linens, and toiletries to ensure smooth operations and avoid shortages. The goal is to streamline inventory tracking, optimize supply usage, and minimize wastage. You are asked to prepare for stock management.



Points to Remember

- No foul odours; the room should smell fresh or neutral.
- Labels on products should be clean and legible.
- No signs of pests such as insects or rodents in store.
- Flammable items should be stored away from heat sources.
- Ensure proper ventilation, especially if chemicals are stored in the room.
- Cleaning machines (e.g., vacuum cleaners, floor polishers) should be clean and functional.
- Inspect cords and other electrical parts for damage to ensure safety.
- Ensure adequate lighting for easy identification of items and safety.
- Check that the housekeeping store adheres to the organization's standard operating procedures (SOPs).
- Ensure staff are aware of and follow cleanliness and hygiene protocols.
- Avoid excessive humidity to prevent rusting of tools and deterioration of cleaning supplies.
- Items and shelves should be labelled for easy identification.
- A first aid kit should be available and well-stocked
- Verify that all cleaning equipment (e.g., vacuums, scrubbers) is functional and well-maintained.
- Maintain a fresh, neutral smell in the room.
- Arrange items systematically by category, such as cleaning chemicals, equipment, and consumables.
- Store frequently used items at eye level and less frequently used items higher or lower.
- Display items neatly, avoiding clutter.
- Align items evenly to create a visually appealing arrangement.
- Clearly display safety signs, such as "Flammable Materials," "No Smoking," or "Emergency Exit."
- Ensure fire extinguishers and first aid kits are prominently visible and accessible.



1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

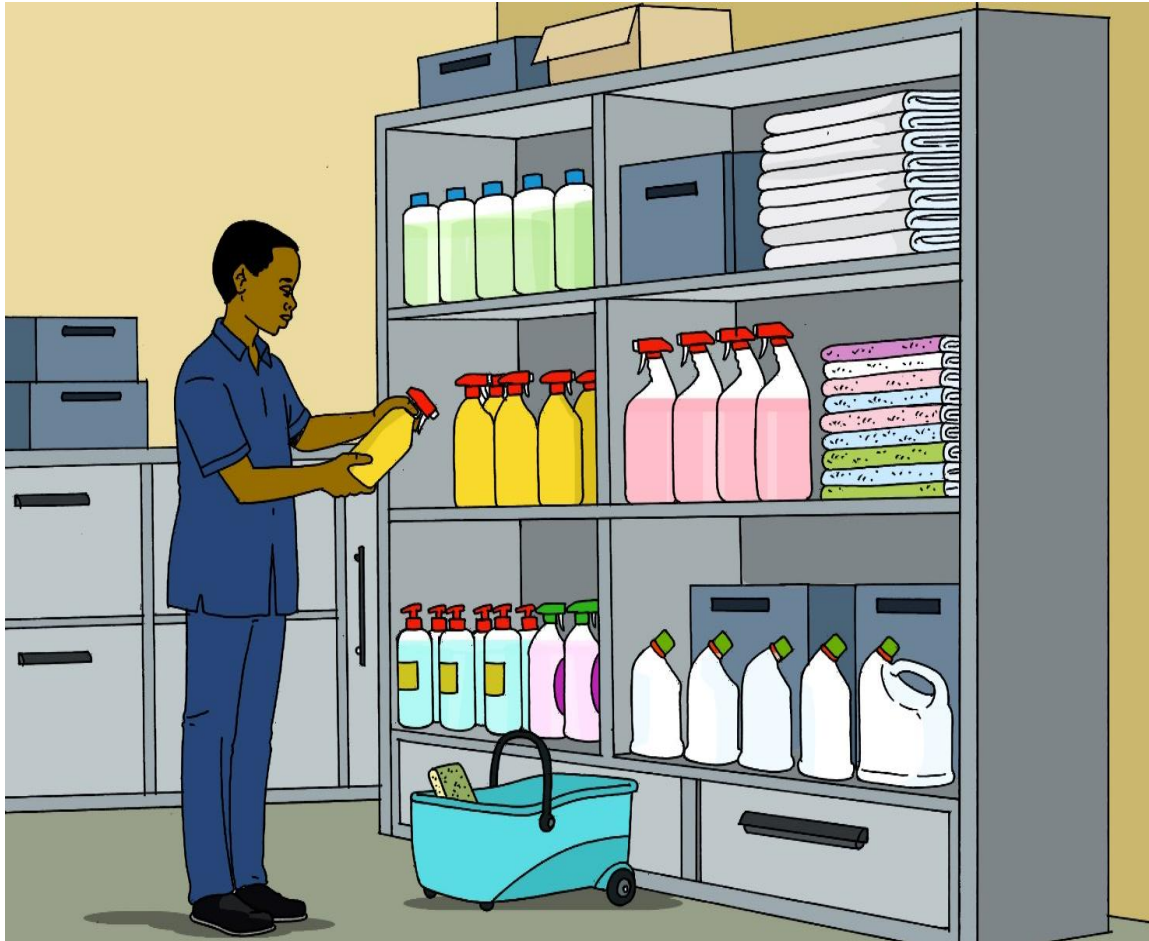
My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Identify cleanliness of housekeeping store					
Describe the cleanliness of overall borderline in housekeeping store.					
Describe Standard Operating Procedures (SOPs) for housekeeping store cleaning					
Identify facilities used for storing hotel linen.					
Identify unpleasant odours and their potential sources.					
Identify types of housekeeping storeroom					
Describe safety and security consideration of housekeeping storeroom					
Check cleanliness of housekeeping store					

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Identify the categories of housekeeping store room					
Identify housekeeping store facilities used to store hotel linen.					
Describe key considerations to ensure a safe and secure housekeeping store working environment.					
Check the condition of housekeeping supplies					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: ARRANGE HOUSEKEEPING STORE



Unit summary

This unit provides you with the knowledge, skills and attitudes required to arrange housekeeping store for better stock management. It covers the verification of opening stock level, requisition preparation and the reception of stock items.

Self-Assessment: Unit 2

1. Look at the unit illustration and discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe housekeeping stock in use					
Describe housekeeping stock kept.					
Identify requisition forms used in housekeeping store facility.					
Identify steps guide followed while					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
verifying storage of housekeeping.					
Identify steps guide followed while verifying damaged stock in housekeeping.					
Describe different categories of housekeeping damaged stock.					
Describe causes of stock damage in housekeeping.					
Identify a comprehensive guide to training housekeeping staff about housekeeping stock					
Verify damaged stock in housekeeping.					
Verify quality and quality of housekeeping stock kept.					
Prepare requisition forms used in housekeeping store facility.					
Training housekeeping staff					
Maintain stock items					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Maintain records of damaged items.					
Respect the storing procedure					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify requisition forms used in housekeeping store facility.	1. Prepare requisition forms used in housekeeping store facility	1. Pay attention to details while preparing requisition forms used in housekeeping store facility.
2. Describe the form used for receiving stock items	2. Receive stock items	2. Respect the storing procedure
3. Identify steps guide followed while verifying quality, quantity, and maintenance and repair of housekeeping stock in use.	3. Verify quality, quantity and maintenance and repair of housekeeping stock in use.	3. Pay attention to details while verifying quality, quantity and maintenance and repair of housekeeping stock in use.
4. Identify steps guide followed while verifying quality and quantity of housekeeping stock kept.	4. Verify quality and quantity of housekeeping stock kept.	4. Pay attention to details while verifying quality and quantity of housekeeping stock kept.

Knowledge	Skills	Attitudes
5. Identify steps guide followed while verifying storage of housekeeping.	5. Verify storage of housekeeping.	5. Proactively identify potential problems or areas for improvement. And take appropriate action to address minor issues.
6. Identify steps guide followed while verifying damaged stock in housekeeping.	6. Verify damaged stock in housekeeping.	6. Maintain records of damaged items, including type of damage, quantity, and date of discovery.
7. Describe different categories of housekeeping damaged stock.	7. Demonstrate categories of housekeeping damaged stock.	7. Pay attention to details while demonstrating categories of housekeeping damaged stock
8. Describe causes of stock damage in housekeeping.	8. Solve the cause of stock damage	8. Maintain stock items
9. Identify a comprehensive guide to training housekeeping staff about housekeeping stock arrangement.	9. Training housekeeping staff	9. Treat all trainees with respect and dignity, regardless of their experience level



Discovery activity:

Read and answer the questions below:



Task 11

1. What steps would you take to assess the current state of housekeeping stock management?
2. How would you determine the optimal stock levels for various housekeeping supplies?
3. Describe different categories of housekeeping damaged stock.
4. Describe the causes of stock damage in housekeeping.
5. Identify a comprehensive guide to training housekeeping staff about housekeeping stock arrangement.
6. How would you train your housekeeping staff on the new stock arrangement procedures?
7. What procedures would you implement to ensure that stock levels are maintained within the desired range?
8. What are the benefits of maintaining housekeeping minimum and maximum store levels?
9. How can you minimize damage to stock during the receiving process?
10. What procedures can you implement to ensure timely and efficient delivery of supplies?
11. What are the factors affecting housekeeping minimum store level?
12. What is the relevant information that could be seen on the housekeeping requisition form used in housekeeping?

Topic 2.1: Verification of opening stock level



Activity 1: Problem Solving

Kamana works for ten years as a housekeeping store keeper at MK Hotel located in Huye District. As an experienced Housekeeping Manager, she has gotten an opportunity to sign one-week work agreement to come and train you as a new hired housekeeping Manager at KN hotel located in the same district. KAMANA trained you much more about housekeeping store arrangement. Now you become an experienced Housekeeping Manager who is requested to:



Task 12:

1. Identify steps guide followed while verifying quantity and quality of housekeeping stock in use.
2. Identify steps guide followed while verifying quantity and quality of housekeeping stock kept.
3. Identify steps guide followed while verifying maintenance and repair of housekeeping stock in use.
4. Identify steps guide followed while verifying storage of housekeeping.
5. Identify steps guide followed while verifying damaged stock in housekeeping.
6. Describe different categories of housekeeping damaged stock.
7. Describe the causes of stock damage in housekeeping.
8. Identify a comprehensive guide to training housekeeping staff about housekeeping stock arrangement.

Key Facts 2.1: Verification of opening stock level

- **Definition of key terms**

- ✓ Housekeeping, "stock in use": It refers to the inventory of supplies, materials, or equipment that is currently being utilized or is available for use in the housekeeping department. This typically includes items required for cleaning, maintenance, and guest services.

- ✓ Housekeeping stock kept: It refers to the inventory of supplies, materials, and equipment maintained by the housekeeping department to ensure smooth operations.
- ✓ Housekeeping damaged stock: It refers to items in the housekeeping inventory that are no longer usable due to wear and tear, accidental damage, or other forms of deterioration.

- **Housekeeping stock in use**

Verification of the quantity, quality, and maintenance & repair of housekeeping stock in use ensures operational efficiency, cost management, and guest satisfaction.

- ✓ **Quantity Verification housekeeping stock in use**

Quantity verification of housekeeping stock in use focuses on ensuring that the appropriate number of items are being utilized efficiently and effectively in daily operations. This involves monitoring the consumption of supplies and equipment to prevent waste, identify areas for improvement, and optimize inventory levels.

- ✓ **The table below is a sample of quantity verification of housekeeping stock in use:**

Date: [Date of Inventory Count]: DD/MM/YYYY

Performed by: [Name of Staff Conducting Inventory]: MMMMM

Item category	Item name	Unit	Par stock level	Actual quantity	Discrepancy/shortage	Action required
1. Guest amenities	Shampoo	Bottle	100	95	-5	Re-order 5
	Soap	Bottle	150	148	-2	Re-order 5
	Lotion	Bar	75	70	-5	Re-order 5
	Shaving kit	Set	18	18	0	No re-order
	Tooth paste	Pc	20	20	0	No re-order
	Tooth brush	Pc	50	49	-1	Re-order 1
2. Cleaning supplies	All-Purpose cleaner	Bottle	50	50	0	No re-order

	Glass cleaner	Bottle	40	40	0	No re-order
	Toilet cleaner	Bottle	20	20	0	No re-order
	Disinfectant spray	Can	5	4	-1	Re-order 1
	Bleach	Bottle	10	10	0	No re-order
3. Linen & Towels	Bath towels	Pc	20	20	0	No re-order
	Hand towels	Pc	20	19	-1	Re-order 1
	Washcloths	Pc	15	15	0	No re-order
	Sheets (Single)	Pair	30	29	-1	Re-order 1
	Sheets (Double)	Pair	40	38	-2	Re-order 2
4. Other	Gloves	Pair	100	99	-1	Re-order 1
	Aprons	Pc	50	50	0	No re-order

✓ Checklist used to verify quantity of housekeeping stock in use (sample)

Assessment criteria & Indicator	Observation	
	Yes	No
A. Guest amenities are checked.		
✓ Item name is checked.		
✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		
✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is ordered		
B. Cleaning supplies are checked		
✓ Item name is checked.		

✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		
✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is ordered		
C. Linen & Towels are checked		
✓ Item name is checked.		
✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		
✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is ordered		
D. Another item not specified above		
✓ Item name is checked.		
✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		
✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is ordered		
✓ Quality Verification housekeeping stock in use Quality verification of housekeeping stock involves a systematic process of checking the quality and condition of all items used in housekeeping operations		

to ensure they meet established standards and provide a positive guest experience.

✓ **The table below is a sample of quality verification of housekeeping stock in use:**

Date: [Date]: DD/MM/YYYY

Inspector: [Name]: XXXXXXXX

Area Inspected: [e.g., Guest Room, Public Area]

Item category	Item name	Condition	Observation	Action Required
1. Linens and towels	Sheets (Queen)	Clean, wrinkle-free, no stains		—
	Sheets (King)	Clean, wrinkle-free, no stains		—
	Pillowcases	Clean, no tears, no stains		—
	Bath Towels	Soft, absorbent, no fraying		—
	Hand Towels	Clean, no fraying, no stains		—
	Bathrobes	Clean, no tears, no missing buttons		—
2. Equipment and tools	Vacuum cleaner	Strong suction, cord in good condition		—
	Dustpan and brush	Clean, handle intact		—
	Mop and bucket	Clean, mop head in good condition		—
3. Cleaning supplies	All-purpose cleaner	Correct solution strength, no spills		—

	Glass cleaner	Correct solution strength, no spills		—
	Toilet bowl cleaner	Correct solution strength, no spills		—
	Floor cleaner	Correct solution strength, no spills		—
4. Guest amenities	Shampoo	Bottles full, labels intact		—
	Soap	Bars present, not dried out		—
	Lotion	Scent is good		—
	Ironing board	Stable, cover slightly worn		—

Verifier's Comments:

.....
 E.g. (All items in good condition and used appropriately)

Signature: _____

✓ **Checklist used to verify quality of housekeeping stock in use (sample)**

Assessment criteria and Indicator	Observation	
	Yes	No
A. Cleanliness in housekeeping store is checked.		
✓ Dust, dirt, stains, and debris, signs of mould, mildew, or pests in housekeeping stock are checked.		
✓ Linens, towels and bathrobes for stains are checked.		
B. Safety and working condition of tools and equipment in housekeeping store is checked		
✓ Sharp edges or broken items in housekeeping store are checked.		

✓ Electrical cords and appliances in safe condition are checked		
✓ Wear and tear, damage, or missing parts for linens, towels and bathrobes are checked		
✓ Proper functioning of housekeeping tools and equipment is checked		
C. Quality of guest amenities is checked		
✓ The correct size, of linen is checked.		
✓ The softness and absorbedness of towels are checked.		
✓ Good scent, and dryness of soap is checked.		
✓ Good condition of toiletries is checked.		
D. Quality of guest amenities is checked		
✓ Correct chemicals for the task are checked.		
✓ Bottles/containers in good condition, with labels and expiration dates are checked.		

✓ **Maintenance & repair Verification of housekeeping stock**

Maintenance & repair verification of housekeeping stock ensures that all items used in housekeeping operations are in good working condition and can be effectively used to maintain cleanliness and hygiene standards

✓ **The tables below are samples of maintenance & repair verification of housekeeping stock:**

Date: [Date of Inventory Count]: DD/MM/YYYY

Performed by: [Name of Staff Conducting Inventory]: YYYYYYYYYY

Section1: Linens

Item	Quantity	Condition	Action Required
Sheets (Queen)	20	5 stained, 3 torn	Send stained to laundry, discard torn
Sheets (King)	15	2 faded, 1 missing elastic	Send to laundry, order replacement

Pillowcases	50	10 stained	Send to laundry
Bath Towels	40	5 frayed, 2 stained	Discard frayed, send stained to laundry
Hand Towels	30	2 stained	Send to laundry
Bathrobes	60	1 missing belt, 2 stained	Repair belt, send stained to dry cleaning

Section2: Equipment

Item	Quantity	Condition	Action Required
Vacuum cleaner 1	1	Strong suction, cord frayed	Repair or replace cord
Vacuum cleaner 2	1	Weak suction, filter dirty	Clean filter, schedule maintenance
Iron	1	Heats up properly, cord intact	Clean iron plate
Ironing board	1	Stable, cover slightly worn	Replace cover if necessary
Housekeeping carts	1	Wheels slightly wobbly on cart	Repair or replace wheels
Hand Towels	30	2 stained	Send to laundry
Bathrobes	60	1 missing belt, 2 stained	Repair belt, send stained to dry cleaning

Section3: Cleaning supplies

Item	Quantity	Condition	Action Required
All-purpose cleaner	5 bottles	1 bottle low	Order refill
Glass cleaner	2 bottles	1 bottle empty	Order refill
Toilet bowl cleaner	2 bottles	2 bottles low	Order refill
Floor cleaner	3 bottles	1 bottle used	Order refill

✓ **Checklist used to verify maintenance & repair of housekeeping stock (sample)**

Assessment criteria and Indicator	Observation	
	Yes	No
✓ The item for maintenance & repair is given.		
✓ The quantity of items to be maintained & repaired is specified.		
✓ The condition of items to be maintained & repaired is described.		
✓ The action required is taken		

• **Housekeeping stock kept**

The verification of the quantity, quality, and storage of housekeeping stock is a systematic process to ensure efficiency, cost-effectiveness, and compliance with operational standards.

✓ **Quantity verification of housekeeping stock kept**

Quantity verification of housekeeping stock involves the process of regularly checking and recording the number of each item in inventory to ensure adequate supplies are available to meet operational needs.

✓ **The table below is a sample quantity verification of housekeeping stock kept:**

Date: [Date of Inventory Count]: DD/MM/YYYY

Performed by: [Name of Staff Conducting Inventory]: WWWWWW

Item category	Item name	Unit	Par stock level	Actual quantity	Shortage	Action required
1. Linen and Towels	Queen Sheets	Pair	100	95	-5	Order 5 sheets
	King Sheets	pair	150	148	-2	Order 2 sheets

	Pillowcases	pair	75	70	-5	Order 5 pillowcases
	Bath Towels	Pc	18	10	-8	Order 8 bath Towels
	Hand Towels	Pc	20	15	-5	Order 5 hand Towels
	Bathrobes	Pc	50	49	-1	Order 1 Bathrobes
2. Cleaning Supplies	All-Purpose cleaner	Bottle	50	50	0	No order
	Glass cleaner	Bottle	40	40	0	No order
	Toilet cleaner	Bottle	20	20	0	No order
	Disinfectant spray	Can	5	4	-1	Order 1 disinfectant spray
	Floor Cleaner	Bottle	10	10	0	No Order
3. Guest amenities	Shampoo	Pc	20	15	-5	Order 5 Shampoo
	Lotion	Pc	20	19	-1	Order 1 lotion
	Soap	Pc	15	10	-5	Order 5 soap
4. Other	Gloves	Pair	30	29	-1	Order 1 gloves
	Aprons	Pac	40	38	-2	Order 2 aprons

✓ Checklist used to verify quantity of housekeeping stock kept

Assessment criteria and Indicator	Observation	
	Yes	No
A. Guest amenities are checked.		
✓ Item name is checked.		
✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		

✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is identified and ordered		
B. Cleaning supplies are checked		
✓ Item name is checked.		
✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		
✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is identified and ordered		
C. Linen & Towels are checked		
✓ Item name is checked.		
✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		
✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is identified and ordered		
D. Another item not specified above		
✓ Item name is checked.		
✓ Unit of the item is checked.		
✓ Par stock level of the item is checked.		
✓ Actual quantity of the item is checked.		
✓ Discrepancy of the item is checked		
✓ The shortage quantity is identified and ordered		

✓ Quality verification of housekeeping stock kept

Quality verification of housekeeping stock involves a systematic process of checking the quality and condition of all items stored for future use in housekeeping operations to ensure they meet established standards and are suitable for guest use.

The table below is a sample of quality verification of housekeeping stock kept

Item category	Item name	Condition	Observation	Action Required
1. Linens and towels	Sheets (Queen)	Clean, wrinkle-free, no stains	✓ / X	Specify if any issues found
	Sheets (King)	Clean, wrinkle-free, no stains	✓ / X	Specify if any issues found
	Pillowcases	Clean, no tears, no stains	✓ / X	Specify if any issues found
	Bath Towels	Soft, absorbent, no fraying	✓ / X	Specify if any issues found
	Hand Towels	Clean, no fraying, no stains	✓ / X	Specify if any issues found
	Bathrobes	Clean, no tears, no missing buttons	✓ / X	Specify if any issues found
2. Equipment and tools	Vacuum cleaner	Suction power adequate, cords intact, filters clean	✓ / X	Specify if any issues found
	Dustpan and brush	Clean, handle intact	✓ / X	Specify if any issues found
	Mop and bucket	Clean, mop head in good condition	✓ / X	Specify if any issues found

	Buckets	Clean, no leaks, handles intact	✓ / X	Specify if any issues found
	Carts	Wheels rolling smoothly, handles sturdy, clean	✓ / X	Specify if any issues found
3. Cleaning supplies	All-purpose cleaner	Correct solution strength, no spills	✓ / X	Specify if any issues found
	Glass cleaner	Correct solution strength, no spills	✓ / X	Specify if any issues found
	Toilet bowl cleaner	Correct solution strength, no spills	✓ / X	Specify if any issues found
	Floor cleaner	Correct solution strength, no spills	✓ / X	Specify if any issues found
4. Guest amenities	Shampoo	Bottles full, labels intact	✓ / X	Specify if any issues found
	Soap	Bars present, not dried out	✓ / X	Specify if any issues found
	Lotion	Scent is good	✓ / X	Specify if any issues found
	Ironing board	Stable, cover slightly worn	✓ / X	Specify if any issues found

Verifier's Comments:

.....
 E.g. (All items in good condition and kept appropriately)

Signature: _____

✓ **Checklist used to verify quality of housekeeping stock kept**

Assessment criteria and Indicator	Observation	
	Yes	No
A. Cleanliness of housekeeping stock kept is checked.		
✓ Dust, dirt, stains, and debris, signs of mould, mildew, or pests in housekeeping stock are checked.		
✓ Linens, towels and bathrobes for stains are checked.		
B. Safety and working condition of tools and equipment in housekeeping stock kept is checked		
✓ Sharp edges or broken items in housekeeping store are checked.		
✓ Electrical cords and appliances in safe condition are checked		
✓ Wear and tear, damage, or missing parts for linens, towels and bathrobes are checked		
✓ Proper functioning of housekeeping tools and equipment is checked		
C. Quality of guest amenities in housekeeping stock kept is checked		
✓ The correct size, of linen is checked.		
✓ The softness and absorbedness of towels are checked.		
✓ Good scent, and dryness of soap is checked.		
✓ Good condition of toiletries is checked.		
D. Quality of guest amenities in housekeeping stock kept is checked		
✓ Correct chemicals for the task are checked.		
✓ Bottles/containers in good condition, with labels and expiration dates are checked.		

✓ **Storage verification of housekeeping stock kept**

Storage verification of housekeeping stock ensures that stored items are properly maintained, organized, and protected to ensure their quality and availability for future use.

 Checklist used to verify storage of housekeeping stock

Date: Date of verification

Verifier's name: XXXXX

Area verified: (e.g., Linen closet, cleaning supplies storage)

Assessment criteria and Indicator	Observation	
	Yes	No
A. Storage conditions of housekeeping store kept is checked.		
✓ Pests' signs in housekeeping store are checked.		
✓ Ventilation in housekeeping store is adequate.		
✓ Temperature and humidity in housekeeping store are appropriate		
✓ Lighting in housekeeping store is sufficient		
B. Organization and accessibility in housekeeping store are checked		
✓ Shelves in housekeeping store are arranged and labelled.		
✓ Sufficient shelf space for all items in housekeeping store is provided		
✓ Items in housekeeping store are properly stored and easily accessible		
✓ Storage spaces in housekeeping store are not overcrowded		
C. Security in housekeeping store is checked		
✓ Storage areas in housekeeping store are restricted to unauthorized personnel.		
✓ Are appropriate security measures in housekeeping store are appropriately in place		

- **Housekeeping damaged stock**

- ✓ **Verification of damaged stock of housekeeping store**

Verification of damaged housekeeping stock involves a systematic process of identifying, documenting, and disposing of items that are no longer usable due to damage, wear and tear, or other factors.

The table below is a sample of damaged housekeeping stock verification:

Date: [Date of Inspection]:

Inspector: [Name of Inspector]:

Area Inspected: [e.g., Linen Closet, Cleaning Supplies Storage]

Item Category	Item Name	Type of damage	Quantity	Action taken
1. Linen	Sheets (Queen)	Tears, Stains	3	Discarded
	Sheets (King)	Burns, Holes	2	Discarded
	Pillowcases	Fraying, Pilling	5	Discarded
	Bath Towels	Fraying, Pilling	8	Discarded
	Hand Towels	Stains, Holes	2	Discarded
	Washcloths	Stains, Fraying		Discarded
2. Cleaning Supplies	All-Purpose Cleaner	Leaking bottles,	2	Discarded
	Glass Cleaner	Spilled unusable	1	Discarded
3. Guest amenities	Shampoo	Bottles cracked, leaking	1	Discarded
4. Tools and equipment	Vacuum Cleaner	Broken hose, malfunctioning	1	Discarded
	Mops	Broken Handles	2	Repaired/Replaced

Verifier's 's comments: (E.g. Increased number of stained and torn linens observed., possible issues with laundry procedures or linen handling, etc)

Signature: _____

✓ **Housekeeping stock damage verification checklist (sample)**

Assessment criteria and Indicator	Observation	
	Yes	No
A. Guest amenities are checked.		
✓ Item category and name is given.		
✓ Type of damage for the item is checked and described.		
✓ The quantity of damaged item is identified.		
✓ Action taken for the damaged item is identified.		
B. Cleaning supplies are checked		
✓ Item category and name is given.		
✓ Type of damage for the item is checked and described.		
✓ The quantity of damaged item is identified.		
✓ Action taken for the damaged item is identified.		
C. Linen & Towels are checked		
✓ Item category and name is given.		
✓ Type of damage for the item is checked and described.		
✓ The quantity of damaged item is identified.		
✓ Action taken for the damaged item is identified.		

✓ **Categorization of housekeeping damaged stock**

Damaged stock in housekeeping can be categorized based on item type, severity of damage, and reparability cause of damage, and by frequency of damage.



By item type:

○ **Linens and Fabrics:**

- Torn sheets, pillowcases, or duvet covers
- Stained or faded towels, curtains, or bath mats
- Frayed or worn rugs

○ **Cleaning tools and equipment:**

- Broken vacuum cleaners, mop handles, or floor scrubbers

- Worn-out brooms, brushes, or sponges
- Damaged buckets, squeegees,
- **Guest Amenities:**
 - Toiletry packaging that is broken or leaking
 - Expired items such as lotions, soaps, or sanitizers
 - Damaged or scratched guest trays or glasses
- **Operational Tools:**
 - Broken housekeeping carts (e.g., damaged wheels or shelves)
 - Faulty laundry bags or bins
 - Tools like broken step stools or ladders

By severity of damage

- **Minor Damage:**
 - Items that can be easily repaired or restored (e.g., a small tear in fabric, a loose cart wheel).
- **Moderate Damage:**
 - Items requiring professional repair or servicing (e.g., faulty vacuum motor, a heavily stained towel that needs specialized treatment).
- **Severe Damage:**
 - Items that are beyond repair or usable condition (e.g., linens with irreparable holes, broken equipment parts).

By Reparability

- **Repairable Stock:**
 - Items that can be fixed cost-effectively (e.g., sewing torn linens, replacing parts of vacuum cleaners).
- **Non-Repairable Stock:**
 - Items that are permanently damaged or unsafe for continued use (e.g., frayed electrical cords, expired cleaning products).

By Cause of damage

- **Wear and Tear:**
 - Items damaged due to normal usage over time (e.g., faded linens, worn-out mop heads).

- **Misuse or Negligence:**
 - Items damaged due to improper handling or care (e.g., burned ironing boards, torn fabrics from rough handling).
- **Accidental damage:**
 - Items damaged unexpectedly (e.g., broken glass during cleaning, spilled chemicals on equipment).
- **Storage or environmental factors:**
 - Items damaged due to improper storage (e.g., moisture-damaged towels, rusted tools).

By frequency of damage

- **Frequent Damage:**
 - Items that regularly incur damage, requiring a review of quality or usage methods (e.g., poor-quality mop heads).
- **Rare Damage:**
 - Items that are robust but occasionally sustain damage due to accidents or unusual circumstances.

✓ **Causes of stock damage in housekeeping**

Understanding the causes of stock damage in housekeeping helps identify solutions to minimize waste, reduce costs, and maintain operational efficiency.

Here are common causes of stock damage in housekeeping:

Frequent usage

- Items like linens, towels, and cleaning tools undergo regular use, leading to natural wear and tear.

Aging materials

- Over time, fabrics fade, fray, or weaken, and equipment parts may degrade or break.

Rough handling

- Dragging or mishandling linens, such as pulling sheets too forcefully, can cause tears. Using tools (e.g., brooms or mops) for unintended purposes.

Improper cleaning

- Using harsh chemicals on fabrics or tools not designed for such exposure.

- Overloading laundry machines, leading to stress on linens.

Improper storage conditions

- Storing linens in damp or poorly ventilated areas, causing mildew or mould.
- Stacking heavy items improperly, leading to crushing or breakage.

Pest infestation:

- Rodents or insects damaging fabrics or consumables.

Chemical Spillage:

- Cleaning chemicals leaking onto tools, linens, or amenities during storage.

Humidity and moisture

- Excessive humidity can weaken fabrics, cause rust on tools, and damage packaging.

Sunlight exposure

- Direct sunlight can fade linens and curtains or degrade certain materials over time.

Temperature extremes

- High or low temperatures can reduce the effectiveness of cleaning chemicals and cause structural issues in equipment.

Spills or Stains

- Guest or staff accidents leading to permanent stains on linens or amenities.

Breakage

- Dropping fragile items, such as glassware or dispensers.

Snags or Tears

- Linens snagged on sharp objects like furniture or zippers.

Lack of preventive maintenance:

- Neglecting regular servicing of equipment, leading to breakdowns or inefficiencies.

 Improper repairs

- Temporary fixes or incorrect parts used in equipment repairs causing further damage.

 Overuse without rotation:

- Failure to rotate stock, leading to excessive wear on specific items.

 Low-quality stock

- Purchasing substandard items that wear out or break easily.

 Supplier defects

- Receiving damaged or inferior goods from suppliers.

 Untrained staff

- Employees unaware of proper handling, cleaning, or storage practices.

 Misuse of equipment

- Using machines or tools incorrectly, such as overloading vacuums or misassembling parts.

 Irresponsible use

- Guests misusing towels, linens, or amenities (e.g., using towels for cleaning spills).

 Theft or Deliberate damage:

- Items intentionally damaged or taken by guests.

 Natural disasters

- Floods, storms, or fires can result in widespread stock damage.

 Power outages:

- Disruptions causing equipment to malfunction or perishables to spoil.

✓ **In brief, causes of stock damage in housekeeping are summarised as:**

-  Operational wear and tear
-  Mishandling or improper use
-  Storage issues
-  Environmental factors
-  Accidental damage
-  Poor maintenance practices
-  Quality issues

+ Negligence or Lack of training

+ Guest misuse

+ Unexpected events.

✓ **Training on housekeeping stock arrangement**

Training on housekeeping stock arrangement focuses on equipping housekeeping staff with the knowledge and skills to effectively organize and store housekeeping supplies for efficient operations and optimal guest satisfaction.

+ **Key areas to be covered in such training:**

○ **Importance of proper stock arrangement**

- **Efficiency:** Easy access to supplies, saves time and reduces labour costs.
- **Safety:** Proper storage prevents accidents and injuries (e.g., slips and falls).
- **Inventory control:** Accurate stock counts and reduced losses due to damage or breakage.
- **Guest Satisfaction:** Ensures timely and efficient service delivery.

○ **Principles of effective stock arrangement:**

- **FIFO (First-In, First-Out):** Storing items so that the oldest items are used first.
- **Accessibility:** Ensuring easy access to frequently used items.
- **Organization:** Grouping similar items together (e.g., all linens in one area, all cleaning chemicals in another).
- **Weight distribution:** Distributing heavy items evenly to prevent shelving collapse.
- **Safety:** Storing hazardous materials safely and securely.
- **Aesthetics:** Maintaining a neat and organized appearance in storage areas.

○ **Specific techniques for different types of stock:**

- **Linens:** Folding and stacking linens properly to maximize space and prevent wrinkles.
- **Cleaning supplies:** Storing chemicals safely, labelling containers clearly, and segregating by type.

- **Amenities:** Storing amenities securely and preventing pilferage.
- **Equipment:** Storing equipment properly to prevent damage and ensuring easy access.
- **Use of storage aids**
 - Shelving units: Utilizing different types of shelves to maximize storage space.
 - Bins and containers: Using bins and containers to organize small items.
 - Labels and signage: Using clear and concise labels to identify stored items.
- **Practical exercises:**
 - Hands-on training in organizing and restocking housekeeping carts.
 - Practicing proper folding and stacking techniques for linens.
 - Simulating real-life scenarios in a mock storage area.



Benefits of training:

- Improved efficiency and productivity of housekeeping staff.
- Reduced waste and spoilage of stock.
- Enhanced safety and reduced risk of accidents.
- Improved inventory control and accuracy.
- Enhanced guest satisfaction through efficient and timely service delivery.



Activity 2: Guided Practice



Task 13:

Visit your school workshop or the nearby hotel housekeeping store and perform the following tasks:

1. Verify the quantity of housekeeping stock in use.
2. Verify the quality of housekeeping stock in use.
3. Verify maintenance and repair of housekeeping stock in use.

Notes: -For any clarifications, you may refer to the **key facts:2.1.** in your manual.



Activity 3: Application

At the MK Hotel, the Housekeeping Manager, Ms. Olivia, is preparing for a busy holiday season. To ensure smooth operations, she must verify the opening stock level in the housekeeping store before placing any new orders. Recently, there were discrepancies in stock records, leading to shortages of key supplies. To prevent this from happening again, she conducts a detailed stock verification process with her team.



Task 14:

1. Verify the quantity of housekeeping stock in use.
2. Verify the quantity of housekeeping stock kept.
3. Verify storage of housekeeping.

Topic 2.2: Requisition preparation



Activity 1: Problem Solving



Task 15

1. What do you understand by housekeeping minimum and maximum store level?
2. What is the housekeeping requisition form used in housekeeping
3. What are the benefits of maintaining housekeeping minimum store levels?
4. What are the factors affecting housekeeping minimum store level?
5. What is the relevant information that could be seen on the housekeeping requisition form used in housekeeping?

Key Facts 2.2: Requisition preparation

- **Housekeeping store level**

- ✓ **Housekeeping maximum store level**

The maximum store level in housekeeping refers to the maximum quantity of stock that can be stored without causing inefficiency, wastage, or storage issues. Maintaining a proper maximum store level ensures optimal inventory management and minimizes unnecessary expenses.

- ✚ **Importance of housekeeping maximum store level**

- **Prevents overstocking:** Avoids storage overcrowding and the associated challenges such as clutter, damage, and misplacement.
 - **Reduces wastage:** Limits the risk of items becoming obsolete, expiring, or deteriorating, especially for consumables like cleaning chemicals or guest amenities.
 - **Cost control:** Prevents excessive capital being tied up in stock, leaving more budget available for other operational needs.
 - **Storage optimization:** Ensures that storage space is utilized efficiently without compromising safety or accessibility.

- ✚ **Factors determining maximum store level**

- **Storage space:** Calculate the available storage capacity for different types of stock (e.g., linens, cleaning supplies, equipment).

- **Usage rate:** Analyse the average and peak usage patterns for each item. Keep enough stock to cater to high-demand periods without exceeding storage capacity.
- **Replenishment time:** Account for supplier delivery timelines and set the maximum level to avoid stockpiling unnecessarily.
- **Item shelf life:** Consider the longevity of items
- **Occupancy levels:** Base maximum levels on peak occupancy scenarios to ensure adequate supplies during high-demand periods.



Benefits of maintaining housekeeping maximum store levels

- Keeps storage areas organized and functional.
- Reduces losses from expired or damaged stock.
- Avoids tying up funds in unnecessary stock.
- Stock remains within manageable levels while being sufficient for high-demand periods.

✓ **Minimum level**

The minimum store level in housekeeping refers to the minimum quantity of stock required to ensure uninterrupted operations. Maintaining this level helps prevent shortages and allows for timely replenishment without affecting service quality.



Importance of minimum store level

- Ensures that essential items are always available for daily housekeeping needs.
- Prevents delays in services due to unavailable supplies.
- Helps in planning bulk orders, reducing last-minute purchases at higher costs.
- Provides a clear threshold for reordering stock, reducing the risk of overstocking or understocking.



Factors affecting housekeeping minimum store level

- **Occupancy rates:** Higher occupancy rates increase the demand for linens, amenities, and cleaning supplies.

- **Turnaround time:** Consider how quickly used items (e.g., linens) are cleaned, restocked, and returned to service. Faster turnaround reduces the need for higher minimum levels.
- **Supplier lead time:** Account for the time taken by suppliers to deliver new stock after placing an order. Maintain extra stock to cover this period.
- **Storage capacity:** Ensure the minimum stock level fits within available storage space without overcrowding or compromising conditions.
- **Usage patterns:** Track consumption trends for specific items (e.g., toiletries, detergents) to estimate minimum requirements accurately.

Examples of minimum stock levels

- **Linens:**
 - **3-par rule:** Maintain three sets per room (one in use, one in laundry, one in storage).
- **Towels:**
 - Enough for all guest rooms plus extras for emergencies or high demand.
- **Guest amenities:**
 - Maintain stock for at least one week of full occupancy.
- **Cleaning supplies:**
 - Stock to cover at least two weeks of regular cleaning activities.

Setting minimum store levels

- **Assess inventory needs:**
 - Calculate average daily usage for each item.
 - Consider seasonal variations and peak periods.
- **Calculate Safety Stock:**
 - Add buffer stock to cover unexpected increases in demand or delays in restocking.
- **Monitor and Adjust:**
 - Regularly review usage patterns and adjust minimum levels as needed.
 - Use inventory management software or logs for accurate tracking.

Benefits of maintaining housekeeping minimum store levels

- Reduces service disruptions caused by stock shortages.

- Improves inventory management efficiency.
- Enhances guest satisfaction by ensuring all required items are available.
- Minimizes emergency purchases, saving time and money.

✓ **Requisition form or template**

Hotel/Establishment name: _____

Date of request: _____

Department/section: _____

Requested by: _____

Requisition Details

Sunoo	Item name/ Description	Item code	Quantity required	Purpose/ Remarks	Approved quantity
1					
2					
3					
4					
5					

Approval and acknowledgment

Requested by:

Name: _____

Signature: _____

Date: _____

Approved by:

Name: _____

Designation: _____

Signature: _____

Date: _____

Issued by (Store In-charge):

Name: _____

Signature: _____

Date: _____

****Additional Notes**

✓ **Common Mistakes to Avoid While Preparing a Housekeeping Requisition**

-  **Inaccurate or incomplete information:** Missing or incorrect item descriptions, incorrect quantities, missing unit of measure, missing approval signatures, etc.
-  **Lack of proper documentation:** Unclear requisition form
-  **Ignoring Existing Inventory:** Not checking current stock levels, not considering returns or damaged goods, etc.
-  **Poor Communication:** Not communicating with the procurement department, not communicating with housekeeping staff.
-  **Not Tracking Orders:** Not following up on orders, not reviewing orders upon receipt:
-  **Not Reviewing and updating requisitions:** Not regularly reviewing requisition procedures, not updating par stock levels, etc.



Activity 2: Guided Practice



Task 16:

Read the situation below and perform the task related:

At Bright TSS, the Head of the Hospitality Department, Ms. Jane, is preparing a requisition for supplies needed for the upcoming semester. The school offers hands-on training in culinary arts, housekeeping, and front office operations, requiring a steady supply of ingredients, cleaning materials, and guest service items. Recently, the department experienced shortages in key supplies, disrupting training sessions. With the new semester starting in two weeks, Ms. Jane asks you to prepare a housekeeping requisition form to request cleaning materials from the school's housekeeping storeroom.

Notes: -For any clarifications, you may refer to the key facts:2.2. in your manual.



Activity 3: Application



Task 17:

At MK Hotel, the Executive Housekeeper, Mr. Nolan, is responsible for maintaining an adequate stock of housekeeping supplies to ensure smooth hotel operations. Recently, housekeeping faced a shortage of essential items like cleaning chemicals, linens, and guest toiletries, leading to delays in room servicing and guest complaints. With the hotel preparing for an upcoming conference event, guest occupancy is expected to increase significantly. To ensure sufficient supplies, Mr. Nolan ask you to assess stock levels and prepare a requisition for necessary items.

Topic 2.3: Receiving stock items



Activity 1: Problem Solving

Read the following statement and answer the question related:

Murigo applied for the position of housekeeping Manager at VM hotel located at NYAMAGABE district. She knew Mukaneza that she knows many things in housekeeping and calls her to answer the following questions for her because she is preparing for the exam.

The questions she wants you to give answers for her are:



Task 18:

1. Why you need to verify the received item(s)?
2. What is the information you can found on housekeeping stock receiving form?
3. What is the procedure used for verifying housekeeping store report?

Key Facts 2.3 Receiving stock items

- **Verification of items**

- ✓ **Role**

When receiving stock in a housekeeping store, it's essential to verify the items to ensure accuracy, quality, and accountability.

The verification of a housekeeping store report is a critical process that ensures the accuracy, accountability, and proper management of inventory within the housekeeping department. It plays a key role in maintaining operational efficiency and minimizing discrepancies. Here is an overview of its significance:

-  **Prevents errors:** Regular verification checks for discrepancies between physical stock and recorded stock, ensuring accuracy in inventory management.
 -  **Tracks consumption:** Verifies the quantity of items used, damaged, or issued to maintain up-to-date records.
 -  **Loss or misplacement:** Detects missing items or unexplained losses to prevent misuse or theft.

- ✚ **Overstocking or understocking:** Highlights instances where stock levels exceed or fall below the required thresholds, aiding in timely replenishment or reduction.
- ✚ **Ensures usability:** Checks the quality of stock items, ensuring linens, tools, and consumables are in good condition and fit for use.
- ✚ **Identifies damage:** Highlights damaged or expired stock that needs replacement or disposal.
- ✚ **Reduces wastage:** Prevents overstocking and unnecessary purchases, reducing costs associated with spoilage or excess inventory.
- ✚ **Optimizes expenditure:** Tracks high consumption rates and identifies opportunities to reduce costs or negotiate better supplier terms.
- ✚ **Encourages responsibility:** Ensures staff follow protocols for requesting, using, and managing stock properly.
- ✚ **Auditing and compliance:** Supports internal audits by providing verified, accurate records of inventory status.
- ✚ **Informed reordering:** Provides insights into current stock levels, enabling better planning for procurement based on actual needs.
- ✚ **Improving processes:** Identifies inefficiencies in storage, usage, or inventory practices for corrective action.
- ✚ **Avoids stock shortages:** Ensures essential items are available for daily operations, preventing interruptions in guest services.
- ✚ **Plans for emergencies:** Helps maintain safety stock to meet unexpected surges in demand.

✓ **Housekeeping stock receiving form**

Date: [Date]:

Time: [Time]:

Received by: [Name of receiving staff]:

Supplier: [Supplier name & Contact information]:

Purchase Order Number: [PO Number]:

Invoice Number: [Invoice number]:

N0	Item Description	Unit of the item	Quantity Ordered	Quantity Received	Discrepancies	Unit Price	Total Cost	Condition of the item
01	E.g. Bed sheet (Queen)	[e.g., pc, pair, bottle can, etc.]	20 pairs	20 pairs	0	50,000 Rfw	1,000,000Rfw	[e.g., Good, Damaged, Expired
02								
03								
04								

Receiving staff signature: _____

Date: _____

✓ **Procedure for verifying housekeeping store report.**

The verification of a housekeeping store report ensures that inventory records are accurate and align with physical stock levels.

 Step-by-step procedure for verifying a housekeeping store report

Step 1: Gather relevant documents

- Collect the housekeeping store report, which includes:
 - Housekeeping stock opening and closing balances:

Date: [Date]

Prepared by: [Name of Staff]

N0	Item description	Unit of the item	Opening Balance	Receipts	Issues	Closing Balance
01	Queen Sheets	Pcs	100	20	15	105
02	King Sheets	Pcs	50	10	12	48
03	Pillowcases	Pcs	200	30	25	205
04	Bath Towels	Pcs	150	25	30	145
05	Hand Towels	Pcs	100	15	20	95

06	Washcloths	Pcs	200	30	35	195
07	All-Purpose Cleaner	L	10	5	8	7
08	Glass Cleaner	Bottle	20	5	10	15
09	Toilet Cleaner	Bottle	15	5	8	12

- Items issued, returned, and consumed.

- Damaged or discarded items.

 Obtain supporting documents such as:

- Requisition forms.

- Housekeeping delivery receipts.

 **Housekeeping delivery receipts sample**

Date: July 5, 2024

Time: 10:30 AM

Received by: John Smith

Supplier: Clean Co Supplies

Purchase Order Number: PO-0078

Invoice Number: INV-1234

N O	Item description	Unit of the item	Quantity Ordered	Quantity received	Condition	Remarks
01	Queen Sheets (white)	Pcs	100	100	Good	None
02	King Sheets (white)	Pcs	50	50	Good	None
03	Pillowcases (white)	Pcs	200	200	Good	None
07	All-Purpose Cleaner (Gallon)	Gallon	10	10	Good	None
08	Glass Cleaner (Spray)	Bottle	12	12	Good	None
09	Toilet Cleaner (Gel)	Bottle	15	15	Good	None

- Previous inventory reports for reference.

Step 2: Organize the verification process

- Designate a team or assign individuals responsible for the verification.
- Ensure the housekeeping store is clean, organized, and properly labelled for easy inspection.

Step 3: Conduct a physical stock check

- Inspect the storage area
- Count inventory: Perform a physical count of each item, noting the quantity, condition, and any discrepancies.
- Check Quality: Inspect items for damages, wear and tear, or expiration (if applicable, such as cleaning chemicals or toiletries).

Step 4: Compare physical stock with the report

- Match the physical stock count with the quantities listed in the report.
- Identify any discrepancies (e.g., missing items, excess stock, or inaccurate records).

Step 5: Verify stock transactions

- Cross-check requisition forms against the report to ensure all issued items are accounted for.
- Verify if returned items are accurately logged and returned to stock.
- Confirm that any damaged or discarded items are documented with reasons.

Step 6: Review replenishment records

- Check delivery receipts and supplier invoices against the stock received section of the report.
- Verify that all received items were logged accurately in the inventory system.

Step 7: Investigate discrepancies

- For any mismatches between the physical stock and the report:
- Identify potential causes (e.g., errors in documentation, theft, or misplacement).
- Document findings for further investigation and resolution.

Step 8: Record and update findings

- Update the store report with verified quantities and any corrections.
- Note observations, such as damaged items or stock discrepancies, for management review.

Step 9: Approve and submit the report

- Have the verified report reviewed and signed by the responsible personnel, such as:
 - The housekeeping supervisor.
 - The inventory manager or store in-charge.
- Submit the finalized report to the appropriate department (e.g., finance or management).

Step 10: Implement follow-up actions

- Address discrepancies or issues identified during the verification process:
 - Reconcile inventory records.
 - Implement corrective actions (e.g., retraining staff on stock handling or enhancing security).
- Plan for regular stock verifications to maintain accuracy and accountability.

**Activity 2: Guided Practice****Task 19:**

Read the situation below and perform the task related:

At Bright TSS, the School Housekeeper, Mr. James, has been assigned the responsibility of receiving a new stock of housekeeping cleaning supplies. The school has recently faced challenges with stock shortages, incorrect deliveries, and damaged items, affecting the cleanliness of classrooms, restrooms, and common areas. To ensure smooth operations, Mr. James asks you a help to receive the delivery of cleaning supplies (detergents, disinfectants, mops, trash bags, and toilet paper) and verify the stock items upon delivery.

Notes: -For any clarifications, you may refer to the key facts:2.3. in your manual.



Activity 3: Application



Task 20:

Visit the housekeeping store room in your school or nearest hotel and assist in receiving stock items.



Formative Assessment

1. Identify steps guide followed while verifying quantity of housekeeping stock in use
2. Identify steps guide followed while verifying maintenance and repair of housekeeping stock in use.
3. Identify steps guide followed while verifying quantity of housekeeping stock kept.
4. Identify steps guide followed while verifying damaged stock in housekeeping.
5. Describe different categories of housekeeping damaged stock.
6. Describe causes of stock damage in housekeeping.
7. Identify factors determining housekeeping maximum store level.
8. Outline the importance of maintaining housekeeping maximum store level.
9. Outline factors affecting housekeeping minimum store level.
10. Elaborate housekeeping requisition template used in housekeeping.
11. Explain the role verifying housekeeping store report.
12. At Bright TSS, the School Housekeeper, Mr. Nolan, has been asked by the School Manager to arrange and reorganize the housekeeping store. Recently, the store has become cluttered and disorganized, leading to difficulties in finding supplies, wastage due to expired products, and inaccurate inventory tracking. To improve efficiency and ensure easy access to cleaning supplies, Mr. Nolan gives you the responsibility to rearrange the store for better organization and efficiency.



Points to Remember

- Involve housekeeping staff in the verification process to increase ownership and accountability.
- Consider using a perpetual inventory system to track stock levels in real-time.
- Use a standardized requisition form to ensure consistency and efficiency.
- Maintain a list of approved vendors for housekeeping supplies.
- Consider using a computerized inventory management system to streamline the requisition process.
- Update the inventory records with the received items, adjusting stock levels accordingly.
- Use a checklist to ensure that all necessary steps are followed during the receiving process.
- Train housekeeping staff on proper receiving procedures and handling of supplies.
- Consider using a computerized inventory management system to track stock movements and identify potential issues.
- Implement a system for regular stock rotation to ensure that older items are used first



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Describe housekeeping stock in use					

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Describe housekeeping stock kept.					
Identify requisition forms used in housekeeping store facility.					
Identify steps guide followed while verifying storage of housekeeping.					
Identify steps guide followed while verifying damaged stock in housekeeping.					
Describe different categories of housekeeping damaged stock.					
Describe causes of stock damage in housekeeping.					
Identify a comprehensive guide					

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
to training housekeeping staff about housekeeping stock					
Verify damaged stock in housekeeping.					
Verify quality and quality of housekeeping stock kept.					
Prepare requisition forms used in housekeeping store facility.					
Training housekeeping staff					
Maintain stock items					
Maintain records of damaged items.					
Respect the storing procedure					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

LEARNING OUTCOME 3: ENSURE STOCK DELIVERY ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to ensure stock delivery activities. It covers the receiving requisitions, issuing requested items and preparation of housekeeping store reports.

Self-Assessment: Unit 3

1. Look at the unit illustration and discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify the procedure for receiving requisitions for the room section					
Identify the procedure for receiving requisitions for the public area section					
Identify the procedure for					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
receiving requisitions for the laundry section					
Describe the process used to check requested items from housekeeping store					
Describe the delivery process in housekeeping store					
Describe the procedure for receiving approval for issued items					
Receive requisitions for the public area section					
Receive requisitions for the laundry section					
Check requested items in housekeeping store.					
Deliver requested items from housekeeping store					
Receive approval for housekeeping issued items					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Prepare the inventory report.					
Prepare the inventory report					
Maintain accurate records of all approved items,					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify the procedure for receiving requisitions for the room section	1. Receive requisitions for the room section.	1. Maintain accurate and up-to-date records of all requisitions, ensuring that all information is correctly documented and processed.
2. Identify the procedure for receiving requisitions for the public area section	2. Receive requisitions for the public area section	2. Pay attention to detail to avoid errors and ensure that the correct items are delivered to the correct area.
3. Identify the procedure for receiving requisitions for the laundry section	3. Receive requisitions for the laundry section	3. Be proactive in identifying and resolving any issues; Challenges that may arise during the requisition process.

Knowledge	Skills	Attitudes
4. Describe the process used to check requested items in housekeeping store	4. Check requested items in housekeeping store	4. Pay attention to details while checking requested items
5. Describe the delivery process in housekeeping store	5. Deliver requested items from housekeeping store	5. Be extremely detail-oriented
6. Describe the procedure for receiving approval for issued items	6. Receive approval for delivered items.	6. Maintain accurate records of all approved items.
7. Identify relevant information of a housekeeping cleaning supplies inventory report	7. Prepare the inventory report	7. Be open to feedback and willing to adapt the template and process to improve its effectiveness
8. Identify relevant information of a housekeeping equipment inventory report	8. Prepare the inventory report	8. Be open to feedback and willing to adapt the template and process to improve its effectiveness



Discovery activity:

Read and answer the questions below:



Task 21

1. Identify the procedure for receiving requisitions for the room section.
2. Identify the procedure for receiving requisitions for the public area section
3. Identify the procedure for receiving requisitions for the laundry section
4. Describe the process used to check requested items from the housekeeping store.
5. Describe the delivery process in the housekeeping store
6. Outline common items requested by the laundry section.
7. Identify relevant information of a housekeeping cleaning supplies inventory report
8. What are the procedures for receiving request form housekeeping store?
9. List the process used to check requested items from housekeeping store.
10. Identify the process used to deliver requested items from housekeeping store.
11. What do you understand by the handover report?
12. Differentiate the type of handover report.
13. What is an inventory report?
14. What steps can the storekeeper take to implement a standardized report format?
15. What key elements should be included in every housekeeping store report?

Topic 3.1: Receiving requisition



Activity 1: Problem Solving

You are a housekeeping store keeper responsible for receiving requisitions from room, public, and laundry sections. You are requested to:



Task 22:

1. Identify the procedure for receiving requisitions for the room section
2. Identify the procedure for receiving requisitions for the public area section
3. Identify the procedure for receiving requisitions for the laundry section

Key Facts 3.1: Receiving requisitions

- **Rooms section**

- ✓ **Procedure for receiving requisitions for the room section**

Receiving requisitions for the room section in housekeeping involves a systematic process to ensure timely fulfilment of requests and accurate record-keeping.

Below is a step-by-step guide:

- ✚ **Step 1: Requisition submission**

- Ensure the requisition is submitted using an approved form or template.
 - The form should include:
 - Date of requisition.
 - Requester's details (name, department, section).
 - List of items requested (description, quantity).
 - Purpose of the request.
 - Submission Process:
 - The room section staff submits the requisition form to the housekeeping store through an electronic system or as a physical document.

- ✚ **Step 2: Verify requisition details**

- Confirm that all necessary details (item names, quantities, and approval signatures) are filled out on the form.

- Check if the requisition has been authorized by the housekeeping supervisor or section head.
- Evaluate whether the requested items are necessary and justified for room section operations.

Step 3: Check stock availability

- Compare the requested quantities against current stock levels in the housekeeping store.
- If stock is insufficient, notify the requester about potential delays and plan for replenishment.

Step 4: Approval for issuance

- The storekeeper reviews and approves the requisition after verifying stock availability and authorization.
- Record the approved requisition in the inventory management system or logbook for accountability.

Step 5: Preparation for Issuance

- Collect the requested items from the store as per the requisition details.
- Verify that the correct quantities and items are being prepared for issuance.

Step 6: Issuance of items

- Hand over the items to the requester or an authorized representative from the room section.
- Ensure the requester signs the requisition form or electronic record to confirm receipt of the items.

Step 7: Update records

- Deduct the issued items from the inventory records.
- Store the requisition form or electronic record for future reference and audits.

Step 8: Follow-up

- Monitor how the issued items are used and ensure they meet the intended purpose.

- Encourage the requester to provide feedback on any shortages or issues for process improvement.

- **Public area section**

- ✓ **Procedure for receiving requisitions for the public area section**

Receiving requisitions for the public area section in housekeeping ensures the availability of necessary cleaning materials, tools, and consumables to maintain public spaces effectively. Below is a detailed step-by-step procedure:

 Step 1: Submission of requisition

- Ensure all requisitions are submitted using a pre-approved form or template that includes:
 - Date of the requisition.
 - Requester's details (name and designation).
 - Specific items requested, along with quantities and purpose.
- Submission Process:
- Requisitions are submitted by the public area supervisor or authorized personnel to the housekeeping store.

 Step 2: Initial verification of requisition

- Verify that all required fields on the requisition form are filled out (e.g., item name, quantity, purpose).
- Ensure the requisition is approved by the public area supervisor or housekeeping manager.

 Step 3: Review stock availability

- Match the requested items against current stock levels in the housekeeping store.
- If any requested items are unavailable, inform the requester and plan for replenishment or suggest alternatives.

 Step 4: Approval for issuance

- Confirm that the requisition aligns with available stock and operational needs.
- Note approval in the requisition form

Step 5: Prepare Items for issuance

- Retrieve requested items from the store, ensuring correct quantities and quality.
- Double-check the selected items against the requisition form to avoid errors.

Step 6: Issue items to the public area section

- Hand over the items to the public area supervisor or an authorized staff member.
- Obtain a signature or acknowledgment on the requisition form to confirm receipt of the items.

Step 7: Update inventory records

- Deduct the issued items from the inventory records to maintain an accurate log.
- Store the signed requisition form for future reference and audits.

Step 8: Follow-up

- Periodically monitor the usage of the issued items to ensure they are being used effectively and not wasted.
- Encourage feedback from public area staff regarding the quality and availability of supplies for continuous improvement.

• **Laundry section**

✓ **Procedure for receiving requisitions for the laundry section**

Receiving requisitions for the laundry section ensures that the required supplies, materials, and equipment are available to maintain smooth laundry operations.

Here is the step-by-step process:

Step 1: Submission of requisition

- Ensure requisitions are submitted using an approved form or template, including:
 - Requester's details (name, designation, section).
 - Description of items needed, including quantity and purpose.

- Submission Process:
 - Laundry supervisors or authorized personnel submit the requisition form to the housekeeping store.

 Step 2: Verify the requisition

- Verify that all fields on the requisition form are filled in accurately.
- Ensure the requisition is signed and approved by the laundry section supervisor or housekeeping manager.

 Step 3: Review Stock Availability

- Compare the requested items against current stock levels in the housekeeping or laundry store.
- Notify the requester if any items are unavailable and suggest alternatives or estimated delivery times.

 Step 4: Approval for issuance

- Confirm the requisition is aligned with available stock and operational requirements.
- Record the approval in the requisition form or inventory management system.

 Step 5: Prepare items for issuance

- Retrieve requested items from the store, ensuring they match the requisition details (correct quantity, brand, type, etc.).
- Verify the quality and condition of items to ensure they meet laundry requirements.

 Step 6: Issue items to the laundry section

- Hand over the items to the laundry section staff or supervisor.
- Obtain a signature or acknowledgment on the requisition form to confirm receipt of the items.

 Step 7: Update inventory records

- Deduct the issued items from the inventory log to maintain accurate stock records.
- Save the signed requisition form for future reference and audits.

Step 8: Follow-up

- Monitor how the issued items are used to prevent wastage or misuse.
- Collect feedback from laundry staff on the quality and adequacy of the supplies for continuous improvement.
 - Common items requested by the laundry section
 - Detergents and stain removers.
 - Fabric softeners and conditioners.
 - Linen supplies (sheets, towels, napkins).
 - Laundry bags and tagging materials.
 - Equipment spare parts (if applicable).

✓ **Receiving Requisition (Template)**

Date of Receipt: _____

Received By: _____

Requisition Number: _____

Item No.	Item Description	Quantity Ordered	Quantity Received	Unit	Condition (Good/Defective)	Remarks
1						
2						
3						
n						

Total Quantity Ordered: _____

Total Quantity Received: _____

Discrepancies:

- Items Not Received: _____
- Items Damaged or Defective: _____
- Any Other Issues: _____

Remarks: _____

Authorized By: _____



Activity 2: Guided Practice



Task 23:

You work in the housekeeping store of the school, where you are responsible for managing the inventory of cleaning supplies used by the custodial and housekeeping teams. The school has sent a requisition for cleaning materials that need to be restocked to ensure smooth operations for the coming weeks. The initial request includes the following items: 20 gallons of all-purpose cleaner, 15 boxes of disinfecting wipes, 10 packs of microfiber cleaning cloths, 5 gallons of floor cleaner, 10 rolls of paper towels, 8 bottles of hand soap, and 5 air fresheners. You are asked to receive the requisition against the initial order.

Note: -For any clarifications You may refer to the **key facts:3.1.** in your manual.



Activity 3: Application



Task 24:

From your school store, play a scenario on:

1. Receive requisitions for the room section.
2. Receive requisitions for the public area section.
3. Receive requisitions for the laundry section.

Topic 3.2: Issuing requested items



Activity 1: Problem Solving

Read this statement and answer the questions below:

Housekeeping attendant requested cleaning supplies from housekeeping storekeeper. After checking the requested items, storekeeper finds that there was quantity mismatch between request and issuance.



Task 25:

1. What are the procedures for receiving request form housekeeping store?
2. List the process used to check requested items from housekeeping store.
3. Identify the process used to deliver requested items from housekeeping store.
4. What do you think were the causes of quantity mismatch between request and issuance?
5. Explain how both housekeeping attendant and housekeeping storekeeper will handle discrepancies.

Key Facts 3.2: Issuing requested items

- **Receiving request**

Receiving requests from the housekeeping store involves handling and processing requisitions for items required by different sections of housekeeping (e.g., room section, public area, laundry). This ensures timely issuance of supplies while maintaining accurate records.

- ✓ **Procedure for receiving request from housekeeping store**



- Step 1. Preparation for receipt**

- Bring a copy of the approved request form or requisition order.
- Ensure you have authorization to receive the items (e.g. approval email if required).
- Visit the housekeeping store at the designated time to avoid delays.

Step 2. Verification of items requested

- Inspect the items thoroughly to ensure:
 - They match the requested quantities.
 - They are in good condition and meet quality standards.
 - There are no discrepancies between the items requested and the items provided.

Step 3. Handling discrepancies

- If there are any discrepancies (e.g., wrong items, incorrect quantities, or damaged goods), immediately inform the storekeeper.
- Resolve issues on the spot by adjusting the inventory record or raising a new request if necessary.

Step 4. Acknowledgment of receipt

- Once satisfied, acknowledge receipt by signing the delivery note, stock issuance form, or electronic record.
- Ensure the signed document includes:
 - Your name and signature.
 - Date and time of receipt.
 - Item descriptions and quantities.

Step 5. Transport and storage

- Arrange for the safe transport of the received items to the appropriate location.
- Store the items in their designated area, maintaining cleanliness and order.

Step 6. Update records

- Update your department's inventory system or logs to reflect the items received
- Keep a copy of the signed receipt or delivery note for future reference and audits.

● **Checking**

✓ **Process used to check requested items from housekeeping store:**

Collect the item request form

- Ensure the request includes:

- Name of the requester.
- Department or room number (if applicable).
- Date and time of request.
- List of items requested, along with quantities.
- ✚ Check if the request is authorized (e.g., from a manager or according to department policy).
- ✚ Ensure the items requested are matching to what are requested.
- **Delivering**
 - ✓ **Process for delivering requested items**
 - ✚ Check Delivery Note/Invoice: Cross-check the items delivered with the supplier's delivery note or invoice to confirm accuracy.
 - ✚ Inspect Quality and Quantity: Ensure items meet the required standards and specifications. Verify quantities match the purchase order.
 - ✚ Report Discrepancies: Document and report any shortages, damages, or quality issues to the supplier or procurement team.
 - ✚ Update Inventory Records: Record the received items in the housekeeping store's inventory management system or stock register.
 - ✚ Classify items by type (e.g., cleaning supplies, linen, equipment) for easy identification and retrieval. Label Items: If applicable, label items with details like date received, expiry date, and storage location.
 - ✚ Prepare for delivery: Refer to the requisition forms submitted by departments or staff to identify what needs to be delivered.
 - ✚ Gather requested items based on approved requisitions.
 - ✚ Double-check quantities and conditions before delivery.
 - ✓ **Delivery Procedure:**
 - ✚ Notify the Recipient: Inform the receiving department or staff about the scheduled delivery time.
 - ✚ Safely transport the items to the designated location, using appropriate equipment if necessary (e.g., carts or trolleys)
 - ✚ Hand over items: Match items delivered with the requisition form.
 - ✚ Verify the delivery with the recipient.

- ✚ Have the recipient inspect the delivered items to confirm they match the requisition form.
- ✚ Obtain Signatures: Record the recipient's acknowledgment on a delivery receipt or logbook.
- ✚ Inventory Adjustment: Deduct the delivered items from the housekeeping store's inventory records.
- ✚ File Documentation: Keep copies of all delivery receipts, requisition forms, and updated inventory logs for record-keeping.
- ✚ Follow-Up: Follow up with the recipient to address any issues or additional requirements.
- ✚ Plan for Replenishment: Monitor inventory levels and initiate reorders as needed based on the updated stock records.

- **Receiving approval of the item issued**

- ✓ **Procedure for receiving approval for issued items**

Approval of items issued from the housekeeping store is essential to ensure proper authorization, accountability, and documentation. Here is a step-by-step guide:

- ✓ **Prepare an Issuance Form**

- ✚ **Template of issuance form:**

Date: [Date of Issuance]:

Time: [Time of Issuance]:

Issued by: [Name & Position of Issuing Staff]:

Received by: [Name & Position of Receiving Staff]:

Department: [Department Receiving Supplies]:

N0	Item Description	Quantity Issued	Unit of Measure	Condition
1	Item name	Number	E.g. Pc, L, Bottle, etc	[e.g. [Good/Fair/Poor/Needs Repair]
2				
3				
N				

Purpose of use: [Briefly state the purpose of the issued supplies]

Notes:

[Space for any additional notes or instructions]

Signatures:

Issued by: _____

Received by: _____

Stamp: [Housekeeping Store Stamp (if applicable)]

✓ **Verification by the requesting party**

 Handover Items:

- Deliver the items to the requesting party.
- Verify the items against the requisition form to ensure they match.
- Allow the requester to inspect the items for accuracy and condition.

✓ **Obtain acknowledgment**

 Have the requesting individual or department head sign the Item Issuance Form as acknowledgment of receipt.

 Include their name, designation, and contact information.

 Stamp/Seal (if required): For institutional processes, a department stamp may be needed.

✓ **Approval by a Supervisor/Manager**

 Submit for final approval: Forward the signed issuance form to the housekeeping supervisor, store manager, or an authorized approver.

✓ **Update records**

 Inventory Adjustment: Deduct the issued items from the housekeeping store inventory records.

 File Documentation: Save the approved issuance form for record-keeping.



Activity 2: Guided Practice



Task 26:

Read the scenario below and perform task related:

You work in the housekeeping store of the school, where you are responsible for issuing requested cleaning materials to the custodial team. The school has sent a requisition for cleaning materials that need to be restocked to ensure smooth operations for the coming weeks. The initial request includes the following items: 20 gallons of all-purpose cleaner, 15 boxes of disinfecting wipes, 10 packs of microfiber cleaning cloths, 5 gallons of floor cleaner, 10 rolls of paper towels, 8 bottles of hand soap, and 5 air fresheners. You are asked to issuing requisite items against the initial order.

Notes: -For any clarifications You may refer to the key facts: 3.2. in your manual.



Activity 3: Application



Task 27:

Visit your school store and play a scenario on the issuing requested items (receiving request, checking the request, delivering request, and receiving approval of the request)

Topic 3.3: Preparation of housekeeping store reports



Activity 1: Problem Solving

Different team members use inconsistent formats for preparing housekeeping store reports, making them difficult to interpret.



Task 28:

1. What do you understand by handover report?
2. Differentiate type of handover report?
3. What is an inventory report?
2. What steps can the storekeeper take to implement a standardized report format?
3. What key elements should be included in every housekeeping store report?

Key Facts 3.3 Preparation of housekeeping store reports

- **Handover report**

- ✓ **Introduction:**

A handover report is a formal document used to transfer responsibilities, tasks, or assets from one individual or team to another. It ensures continuity and clarity in operations during transitions, such as shift changes, job role handovers, or project transfers.

- ✚ **Key objectives of a handover report**

- Ensures that responsibilities are clearly passed on.
- Provides the incoming person or team with necessary context to continue work seamlessly.
- Avoids miscommunication by documenting all relevant details.

- ✚ **Types of handover reports**

Handover reports can take various forms depending on the purpose, industry, and context. Here are the common forms of handover reports:

- **Task-based handover report**
 - It focuses on handing over specific tasks or responsibilities.

- Employees transitioning roles, going on leave, or finishing a project.
- Lists of completed and pending tasks.
- Shows deadlines for pending tasks.
- Gives recommendations or next steps.
- **Shift handover report**
 - Ensure continuity of work during shift changes
 - Summaries work completed during the shift.
 - Outlines ongoing activities or issues.
 - Gives instructions for the incoming shift.
 - Outlines equipment or materials used or needed.
- **Inventory/Stock handover report**
 - Documents the transfer of inventory or stock.
 - It shows current stock levels.
 - It shows issued and returned items.
 - It shows damaged or missing items.
 - It shows reordering requirements.

✓ **Template of housekeeping store handover report**

Date: [Date]:

Time: [Time]:

Shift: [Incoming Shift]:

Prepared by: [Name of Outgoing Staff]:

Received by: [Name of Incoming Staff]:

Witnessed by: [Name & Position of Witness (if applicable)]:

Inventory category	Item description	Opening Balance	Issues	Returns	Closing Balance	Remarks
1. Linen inventory	Queen Sheets	Number	Number	Number	Number	Any discrepancies/notes
	King Sheets	Number	Number	Number	Number	Any discrepancies/notes

	Pillowcases	Number	Number	Number	Number	Any discrepancies/notes
	Bath Towels	Number	Number	Number	Number	Any discrepancies/notes
	Hand Towels	Number	Number	Number	Number	Any discrepancies/notes
	Washcloths	Number	Number	Number	Number	Any discrepancies/notes
	Bathrobes	Number	Number	Number	Number	Any discrepancies/notes
2. Cleaning Supplies	All-Purpose Cleaner (Gallon)	Number	Number	Number	Number	Any discrepancies/notes
	Glass Cleaner (Spray)	Number	Number	Number	Number	Any discrepancies/notes
	Toilet Cleaner (Gel)	Number	Number	Number	Number	Any discrepancies/notes
	Disinfectant Spray	Number	Number	Number	Number	Any discrepancies/notes
	Floor Cleaner	Number	Number	Number	Number	Any discrepancies/notes
	Paper Towels	Number	Number	Number	Number	Any discrepancies/notes
	Rubber Gloves	Number	Number	Number	Number	Any discrepancies/notes
	Microfiber Cloths	Number	Number	Number	Number	Any discrepancies/notes

	Mop Heads	Number	Number	Number	Number	Any discrepancies/n otes
	Broom and Dustpan	Number	Number	Number	Number	Any discrepancies/n otes
	Gloves	Number	Number	Number	Number	Any discrepancies/n otes
3. Equip ment	Vacuum Cleaners	Number	Number	Number	Number	Any discrepancies/n otes
	Mops	Number	Number	Number	Number	Any discrepancies/n otes
	Buckets	Number	Number	Number	Number	Any discrepancies/n otes
	Carts	Number	Number	Number	Number	Any discrepancies/n otes
	Iron & Ironing Board	Number	Number	Number	Number	Any discrepancies/n otes

Signatures

Outgoing Staff: _____

Date:

Incoming Staff: _____

Date:

Witness (if applicable): _____

Date:

✓ **Format of a standardized handover report**

Here is a structured template for a handover report that you can adapt based on your needs:

Section 1: Basic information

- Report title:

- Prepared by: Outgoing Person's Name & Designation
- Recipient: Incoming Person's Name & Designation
- Date of handover: DD/MM/YYYY
- Time of handover: HH:MM AM/PM

Section 2: Summary of responsibilities

- Overview of Role/Tasks:
- Briefly describe the role or tasks being handed over.
- Key Duties:
- List key responsibilities or functions.

Section 3: Status of work/Tasks

- Completed Tasks:
- Summarize tasks completed before the handover.
- Pending Tasks:
- Task Name/Description
- Status (In progress, on hold, etc.)
- Deadline
- Any specific instructions or next steps.
- Ongoing Projects: List active projects with a brief status update.

Section 4: Inventory/Resources (if applicable)

- Items handed over:
- Item name | Quantity | Condition | Comments
- Stock Levels: Summarize available stock or assets.
- Outstanding Issues:
- Missing items or stock discrepancies.

Section 5: Challenges/Recommendations

- Unresolved Issues: Briefly describe any ongoing problems or challenges.
- Suggestions/Recommendations: Provide advice for handling pending or ongoing tasks.

Section 6: Supporting Documents

- List any attached documents or references, such as:

- Task lists.
- Inventory logs.
- Approval forms.
- Contact details of key personnel.

Section 7: Acknowledgment

- Outgoing Person's Declaration:

"I hereby hand over all the responsibilities, tasks, and items as detailed above."

Signature: _____

Name: _____

Date: _____

Incoming Person's Acknowledgment:

"I acknowledge receipt of the responsibilities, tasks, and items as detailed above."

Signature: _____

Name: _____

Date: _____

• **Inventory report**

✓ **Cleaning supplies inventory report**

Cleaning supplies inventory report is a detailed document used to track, monitor, and manage the stock levels of cleaning materials and supplies. It helps housekeeping or facility management teams maintain an accurate record of items available, issued, used, or in need of replenishment. This report ensures that cleaning operations run smoothly without interruptions caused by stock shortages or discrepancies.

✓ **Cleaning supplies inventory report template**

Date: [Date of Inventory]

Prepared by: [Name of Staff]

Location: [Location of Inventory (e.g., Storage Room, Housekeeping Closet)]

N0	Item description	Unit of the item	Quantity on Hand	Reorder Point	Reorder Quantity	Supplier	Notes
01	All-Purpose Cleaner (Gallon)	Gallons	10	5	5	Acme Supplies	
02	Glass Cleaner (Spray)	Bottles	15	10	10	Acme Supplies	
03	Toilet Cleaner (Gel)	Bottles	8	5	5	Acme Supplies	
04	Disinfectant Spray	Bottles	20	15	15	Acme Supplies	
05	Floor Cleaner	Gallons	3	2	2		
06	Paper Towels	Rolls	50	20	30	Clean Co	
07	Rubber Gloves	Pairs	30	20	20	Clean Co	
08	Microfiber Cloths	Pack of 10	5	3	2	Clean Co	
09	Mop Heads	Pcs	5	3	2		
10	Broom and Dustpan	Set	3	2	1	Clean Co	

Prepared by:

Signature: _____

Name: _____

Designation: _____

Date: _____

Approved by:

Signature: _____

Name: _____

Designation: _____

Date: _____

Notes: Any additional notes or observations, such as "Low quality," "Expired," or "Requires special handling."

✓ **Elements of cleaning supplies inventory report**

Section 1: Summary

- ✚ Total cleaning supplies in stock: Number
- ✚ Items issued today: Number
- ✚ Low stock items: List of supplies running low
- ✚ Reorder recommendations: List of supplies to be reordered

Section 2: Inventory details

Item Name	Unit (kg/liters/pieces)	Quantity in stock	Quantity issued	Quantity returned
Example: Floor Cleaner	5 L/ Bottles	10 L/ Bottles	2L/ Bottles	0L/bottles
Example: Mop Heads	Pieces	30	5	1

Section 3: Observations/Issues

- ✚ Damaged Items: [Details of damaged cleaning supplies, if any]
- ✚ Discrepancies: [Note if any items are missing or unaccounted for]

Section 4: Action plan

- ✚ Reorders Needed:
 - Item Name: [Name]
 - Quantity Required: [Number]
 - Deadline: [DD/MM/YYYY]
- ✚ Repairs/Replacements:
 - Item name: [Name]
 - Action needed: [Repair/Replace]
 - Deadline: [DD/MM/YYYY]
- ✚ Stock adjustment suggestions:
 - Recommendations for optimizing stock levels

Section 5: Approval

Prepared by:

- Signature: _____
- Name: _____
- Designation: _____
- Date: _____
- Approved by:
- Signature: _____
- Name: _____
- Designation: _____
- Date: _____

✓ Linen inventory report

A linen inventory report is a document used to monitor, track, and manage the stock levels of linen items in an organization, typically in industries like hospitality, healthcare, or housekeeping. This report ensures proper maintenance, usage, and replenishment of items such as bed sheets, towels, pillowcases, and other linen materials.

Linen inventory report template

Linen Type	Par Level	Actual Count	Shortage	Condition	Notes
Queen Sheets	Number	Number	Number	[e.g. Good/Fair/Poor]	[Notes (e.g., Stains, Tears)]
King Sheets	Number	Number	Number		
Pillowcases	Number	Number	Number		
Bath Towels	Number	Number	Number		
Hand Towels	Number	Number	Number		
Washcloths	Number	Number	Number		
Bathrobes	Number	Number	Number		
Blankets	Number	Number	Number		

[Add other linen types as needed]	Number	Number	Number		
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Prepared by:

Signature: _____

Name: _____

Designation: _____

Date: _____

Approved by:

Signature: _____

Name: _____

Designation: _____

Date: _____

✓ **Equipment inventory report**

An equipment inventory report is a document used to monitor, track, and manage the stock and condition of equipment within an organization. This report is commonly used in industries such as hospitality to ensure efficient use, availability, and upkeep of tools, machinery, and other equipment.

Housekeeping equipment inventory report template

Date: [Date of Inventory]:

Time: [Time of Inventory]:

Location: [Location of Inventory (e.g., Housekeeping Closet, Storage Room)]:

Prepared by: [Name & Position of Inventory Clerk]:

Reviewed by: [Name & Position of Supervisor/Manager]:

N0	Equipment Name	Description	Quantity	Condition
01	Vacuum Cleaner	[e.g. Brand, Model, Serial Number, number of the item]	Number	[e.g. Good/Fair/Poor/Needs Repair]
02	Floor Scrubber/Polisher			
03	Carpet Extractor			

04	Mop and Bucket Set			
05	Cleaning Carts			
06	Iron and Ironing Board			
07	Ladders			
08	Add other Equipment (Specify)			

Prepared by:

Signature: _____
 Name: _____
 Designation: _____
 Date: _____

Approved by:

Signature: _____
 Name: _____
 Designation: _____
 Date: _____



Activity 2: Guided Practice



Task 29:

You work as a housekeeper at Bright TSS. You've been tasked with preparing a linen inventory report that tracks the linens used across various departments. Your goal is to ensure that the stock levels are correct and any shortages are identified so that you can place an order for replenishment. The linens include towels, bed sheets, pillowcases, and tablecloths used in classrooms, dormitories, and the cafeteria.

Notes: -For any clarifications, you may refer to the key facts:3.3. in your manual.



Activity 3: Application



Task 30:

You were a housekeeping storekeeper at KNB hotel and you get promoted as a Division Manager. Mrs. MUTESI will replace you on housekeeping storekeeper within two days. You are requested to prepare the handover report for your previous position.



Formative Assessment

1. What are the key steps to follow when receiving items from the housekeeping store?
2. Outline at least three (3) objectives of a hand over reports
3. Answer by **True** if the statement is correct or **False** if the statement is wrong
 - a. A handover report is a formal document used to transfer responsibilities, tasks, or assets from one individual or team to another.....
 - b. Cleaning supplies inventory report is a detailed document used to track, monitor, and manage the stock levels of cleaning materials and supplies.....
 - c. A linen inventory report is a document used to order the stock levels of linen items in an organization, typically in industries like hospitality, healthcare, or housekeeping.....
 - d. An equipment inventory report is a document used to monitor, track, and manage the stock and condition of equipment within an organization.....
4. Outline at least three (3) types of handover reports
5. Discuss relevant information of a handover report
6. You are responsible for overseeing stock delivery activities in MK Hotel. The hotel operates various departments such as housekeeping, the kitchen, the front desk, and maintenance. Stock deliveries include linens, cleaning supplies, toiletries, food and beverage items, and maintenance equipment. You are asked to ensure smooth stock delivery activities at a hotel, ensuring that supplies are delivered on time and in the right quantities, while maintaining organization and tracking throughout the process.



Points to Remember

- Use a clear and consistent format with headings and subheadings to organize the information.
- Use concise and unambiguous language to avoid confusion.
- Obtain signatures from both the outgoing and incoming staff to acknowledge the accuracy and completeness of the report.
- Keep a copy of the completed handover report for future reference.
- List all housekeeping supplies, equipment, and other relevant items in detail. Include brand names, quantities, and any other relevant information (e.g., expiration dates, serial numbers).
- Categorize items for better organization (e.g., cleaning chemicals, guest amenities, linen, equipment).
- Note the condition of each item (e.g., new, used, damaged, missing).
- Consider using a standardized template for consistency and accuracy.
- Establish a regular inventory schedule (e.g., weekly, monthly, quarterly) and adhere to it consistently.
- Choose a time when inventory can be taken accurately without disrupting operations.
- Involve all relevant housekeeping staff in the inventory process.
- Share inventory reports with management and other relevant departments.
- Use inventory data to identify areas for improvement and make informed purchasing decisions.



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Identify the procedure for receiving requisitions for the room section					
Identify the procedure for receiving requisitions for the public area section					
Identify the procedure for receiving requisitions for the laundry section					
Describe the process used to check requested items from housekeeping store					
Describe the delivery process in housekeeping store					
Describe the procedure for receiving approval for issued items					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Receive requisitions for the public area section					
Receive requisitions for the laundry section					
Check requested items in housekeeping store.					
Deliver requested items from housekeeping store					
Receive approval for housekeeping issued items					
Prepare the inventory report.					
Prepare the inventory report					
Maintain accurate records of all approved items,					

2. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.



Summative assessment

Integrated situation

Read the situation below and perform the tasks required

Hotel X located in Northern Province Musanze district does not have housekeeping store keeper. The housekeeping supplies are not well managed; housekeeping attendants misuse them, no requisition form used for requesting them, no issuing form filled to record housekeeping supplies given to room attendants and no housekeeping inventory reports made. The hotel hired you as a permanent housekeeping storekeeper, where your role is to organize housekeeping store and ensure stock delivery management.

Tasks: You are requested to perform the below-mentioned activities within 4 hours

1. Arrange housekeeping stock
2. Make a requisition form / template
3. Issuing requested items to the different department
4. Make inventory reports

Resources

Tools	Dust bin, paper tray, punching machine, stapling machine
Equipment	Housekeeping trolley, shelves, trolley basket, office chair, office table, computer, printer, containers, bins
Materials/Consumables	Pens, cleaning products, laundry products, hotel linen, staff uniform, room amenities, tea facilities, room stationeries, paper towel, gloves, cleaning materials, cleaning tools cleaning clothes.

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