HOUSEKEEPING
AN ESSENTIAL HOTEL DEPARTMENT

alice by actabl

The work of a hotel employee is never done. With enhanced cleaning and sanitization protocols, the daily housekeeping tasks have gone from important to **essential.**

MAINTAINING A NEW LEVEL OF CLEAN

COMMUNICATION IS EVERYTHING

Let your guests know **exactly** when their rooms were cleaned and sanitized with a simple **text message.**

#1

60%

Almost 60% of guests want to know what a hotel is doing to keep **guests** safe. [1]

KEEP STAFF & GUESTS SAFE

Safety is the ultimate act of hospitality - for guests and staff. Provide PPE for guests who have forgotten it and for hotel employees, especially the housekeeping department.

#2

More than 45% of guests of want to know what a hotel is doing to keep **employees** safe.[2]

45%

USE CHECKLISTS

Hotel Checklists ensure that guest areas, front of house, and back of house employee areas are thoroughly cleaned and sanitized.

#3

Pre-COVID: **4 out of 5** guests would abandon a hotel booking because of an unclean guest room. What do you think the statistic is now? [3]

SEEK EXPERT GUIDANCE

Use CDC and OSHA approved cleaning products and procedures to deep clean and sanitize your hotel. [4]

#4

HOW SOFTWARE HELPS HOUSEKEEPING DEPARTMENTS

MAINTAIN RECORDS

Answer every question about when a room was last occupied, cleaned or sanitized with automatic timestamps for every action that is taken.

EARN & KEEP GUESTS' TRUST

Ensure that everything is done correctly and that no cleaning or sanitization protocols slip through the cracks.

PLAN IN ADVANCE

Gain a bird's eye view of occupancy and the level of required work, enabling proactive management of labor costs.

GAIN TRANSPARENCY & ACCOUNTABILITY

Track the progression of room status and room attendants with a single view to report on both individual and team progress at a time when efficiency is crucial.

REDUCE FACE-TO-FACE CONTACT

Allow teams to communicate progress and adapt to mid-shift changes, while reducing the number of in-person interactions.

HOUSEKEEPING BY THE NUMBERS

26%
OF HOTELIERS ARE HOUSEKEEPERS

128
PILLOWS/Day
or, a new pillow case every ~4 minutes all day long, every day.

Pillow Talk: the math
If there are 2 beds with 4 pillows each, the housekeeper has to change the linens on 8 pillows per room. She cleans 16 rooms on her usual shift.

40 SEC
The amount of time employees should spend washing their hands with soap and water (20 seconds with alcohol-based hand rub).

44 YRS
AVERAGE AGE IN USA

40%-60%
GUESTS CHECK OUT
From a hotel everyday

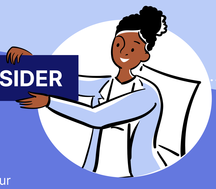
30 MIN
TO CLEAN A VACATED ROOM

20 MIN
TO CLEAN A ROOM WITH A STAYOVER

7
DND: ROOMS NOT CLEANED

2%
LOST & FOUND: % OF ROOMS VACATED BY GUESTS WHO HAVE LEFT SOMETHING

FEATURES TO CONSIDER



ALL-IN-ONE SOLUTION

Connect your housekeeping department to the rest of your hotel for streamlined operations.

FLEXIBLE USER PERMISSIONS

Adjust permissions with the click of a button to accommodate lean teams and employees filling multiple roles.

MOBILE FUNCTIONALITY

Alter and update staff assignments without the hassle of radios or having to run back to the office.

ADVANCED TASK MANAGEMENT

Seamlessly dispatch requests on the go to the right department, with the ability to track progress in real-time.

COMPREHENSIVE INSPECTIONS

Ensure every box is meticulously checked and that no part of a room is left uncleaned.

BUT DON'T TAKE OUR WORD FOR IT...

"During the COVID-19 pandemic, our focus has been on the health and safety of our guests and ambassadors. We wish we had ALICE rolled out across all of our properties to take advantage of the efficiency, improved communications, and accountability it provides. With the current social distancing protocols, the housekeeping module and guest communication that ALICE affords is invaluable."

- Danny Dang, Director of Technology, Coast Hotels

GETTING STARTED

ALICE can help your Housekeeping Department do more with less. Schedule a demo of ALICE Housekeeping today!

GET A DEMO!

Sources

1 & 2 https://www.hotelnewsnow.com/Articles/302715/Conveying-hotel-cleanliness-during-COVID-19-crisis

3 https://hoteltechnologynews.com/2019/04/hotel-housekeeping-technology-holds-the-key-to-guest-satisfaction-and-clean-rooms-too/

4 https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html