



Housekeeping Management

Quick Reference Guide

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Introduction

The Housekeeping module of Maestro enables the user to enter and track information that is required to manage the property's housekeeping. It allows the housekeeping department to:

- Assign staff to clean rooms
- Maintain a current Housekeeping Status for each room
- Manually update the Housekeeping Status of individual or multiple rooms
- Automatically update rooms' Housekeeping Status using the guest telephone
- View the Housekeeping History for a room
- Confirm the Front Desk inventory of available and occupied rooms
- Create reports listing Housekeeping information for selected rooms or all of them, housekeeping assignments, status discrepancies, and Offmarket rooms

Housekeeping functionality has been expanded to give the Housekeeping Department more control of Housekeeping Room Assignment.

Users can combine different Housekeeping Services (called Service Levels or Categories) into separate Service Schedules giving the property flexibility in providing different types of Housekeeping Services. These schedules can be assigned to all rooms or to select Room Types.

Maestro creates a schedule of Housekeeping Services for each room that a user can view from the Assignment Chart.

Housekeeping Configuration Options – Front Desk Maintenance

A property customizes the following Maestro options, to set up its housekeeping functions:

1. **Housekeeping Problem Categories** – This is a legacy option that is no longer used in Maestro
2. **Housekeeping Staff** – List of all housekeepers and assign any specific attributes to specific housekeepers
3. **Housekeeping Status Codes** – Codes the property uses to indicate a rooms' housekeeping and occupancy statuses
4. **Housekeeping Default Status** – Housekeeping status codes that Maestro automatically assigns when a room's occupancy status changes.
5. **Housekeeping Interface Setup** – Codes used to set up the PBX interface that allows housekeeping staff to report housekeeping statuses through room telephones
6. Define **Housekeeping Service Levels** or Categories – These levels include the types or Categories of Housekeeping Services that the property provides. These services are then included in individual Housekeeping Plans. This definition includes:
 - When this service is performed (the time of day, occupancy status)



- Credits (amount of time or number of units) needed to complete the service.
 - Details about posting chargeable services
7. Define **Housekeeping Service Schedules** or Plans. The property:
 - Creates a Housekeeping Service Schedule or Plan
 - Lists the Housekeeping Service Categories/Levels that are included in each Housekeeping Service Plan
 8. **Assign Service Schedules to Rate Types**
 - Links each Rate Type to its Service Schedule and allocates any Housekeeping charges
 9. Create **Room Attendant Stations**
 - List the rooms that are included in each Housekeeping Station. This also allows the property to specify a certain housekeeper to be assigned to a station.
 10. Set **Options Settings**
 - Lists the Housekeeping service that is typically performed on rooms whose status is: Vacant Dirty, Occupied, and Vacant. The options also indicate whether there can be any Housekeeping charges, who pays them, and whether they are posted with room charges.
 11. **Offmarket Option Settings**
 - Setup for a second offmarket status. This status can be set to interact with inventory controls differently, such as removing from inventory and/or removing from availability.
 12. **Room Inventory and Supplies**
 - Lists the amount of supplies that are needed for a housekeeper to complete a shift. The list of supplies will be printed on the assignment sheets.

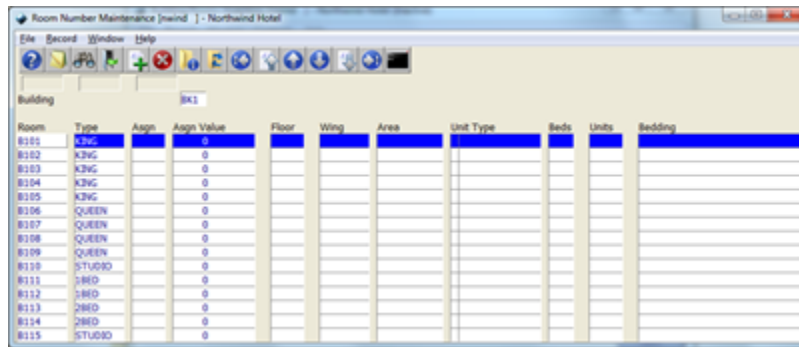
Setup and Configuration

Global Maintenance

Room Number Maintenance

Within **Room Number Maintenance**, a property can define the number of **Credits or cleaning value** for each room number. The Housekeeping Supervisor uses this information to create individual **Housekeeping Stations**. Maestro uses these details to efficiently group nearby rooms and stations together to generate **Housekeeping Assignments**.

The property can also specify the **Attributes** of each room that are used in setting up Guest Reservations and in **Housekeeping Assignment**. A Housekeeper could be assigned to clean rooms with a particular attribute.



1. Open a **Global Maintenance** session
2. **Setup | Building/Rooms Inventory**
3. Use the Page Up and Page Down to scroll through and select the building
4. Once the building is displayed, go to **Window | Room Number Maintenance**

The Room Number Maintenance screen will appear.

Room	The room number of the room
Type	The room type of the room number
Assgn	Users can manually assign a value to room numbers. This value determines the display order when assigning rooms to reservations.
Assgn Value	Like the Assgn field, the field will be entered with values determined by Maestro based on the setting in Front Desk Maintenance.
Floor	The floor number that the room is on
Wing	The wing. Housekeeping Assignment will not assign rooms that are in different wings.
Area	The size of the room, used in conjunction with Maestro's Owner Management Module
Unit Type	Used in conjunction with Maestro's Owner Management Module. Determines if the room is a Hotel, Condo, or Timeshare unit.
Beds/Units/Bedding	These are legacy fields that are no longer utilized in Maestro

Front Desk Maintenance



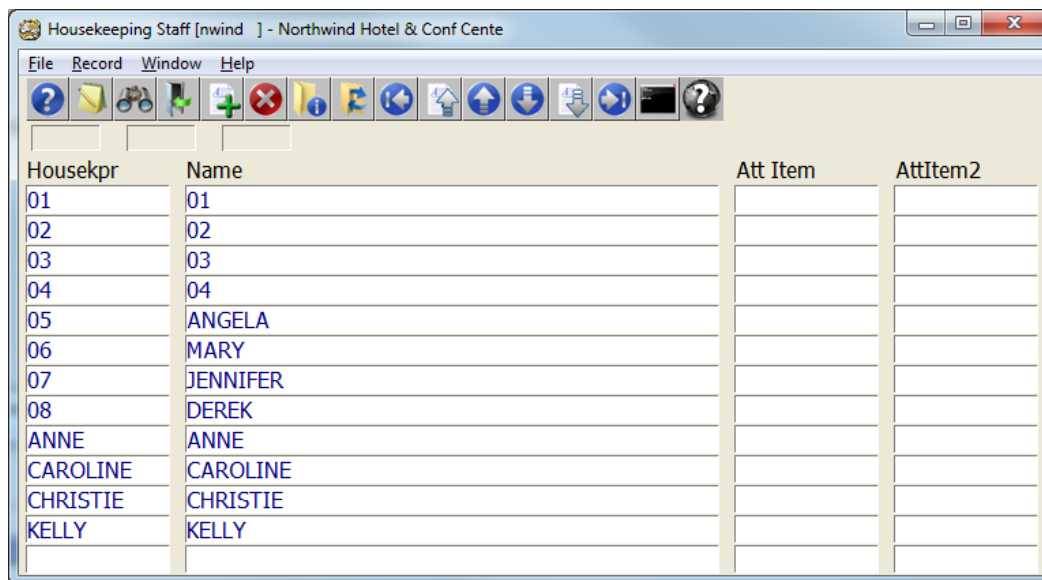
Set up for **Housekeeping Codes**, **Schedules**, and the **Housekeeping Interface** can also be found by going to **Front Desk Maintenance | Setup | Housekeeping Configuration**

Housekeeping Staff

Rooms can be assigned to housekeepers using Housekeeping Assignment. Attributes can be assigned to specific housekeepers, affecting the types of rooms that are assigned. Users can enter the names of the housekeepers or choose to create more generic names.

During the creation of Housekeeping Assignment, users will be required to select the housekeepers who are on duty. The housekeeper code will be printed on the assignment sheets.

If housekeepers



Housekpr	The code for the housekeeper. Can be up to 8 characters, alphanumeric.
Name	The name of the housekeeper
Att Item/ Att Item2	An F8 Lookup can be performed to select a room attribute to assign to the housekeeper.



Housekeeping Status Codes

Housekeeping statuses are used to assign, report, and manage room cleaning. The property can create up to 10 **Status Codes**. The Status codes indicate the current state of the guest room.

Set up the **Housekeeping Status Codes** in **Front Desk Maintenance**.

1. Select **Housekeeping Status Codes** on the **Housekeeping Configuration** screen
2. Enter the statuses needed

Status	Description	Display At FD	Occupied	Clean	Color Code
OC	OCCUPIED CLEAN	OC	Y	Y	ATTR101
OD	OCCUPIED DIRTY	OD	Y	N	ATTR103
OOO	OUT OF ORDER	OO	N	N	ATTR104
PU	PICK UP - TIDY	PU	N	N	ATTR105
SH	SHOWROOM	SH	N	Y	ATTR106
VC	VACANT CLEAN	VC	N	Y	ATTR107
VD	VACANT DIRTY	VD	N	N	ATTR109

Status (8 alphanumeric)	Code for the room status
Description (30 alphanumeric)	Description of the status code, which is displayed at the front desk
Display at FD (2 alphanumeric)	Code for Housekeeping room status that is displayed at the Front Desk and is used during room assignment
Occupied	Y = Room is occupied N = Room is vacant
Clean	Y = Room is clean N = Room has not been cleaned Maestro selects a room to be cleaned only if its current housekeeping status has an N in this field

Colour Code

Bldg	Room	Type	Status	Updated Date/Time	Clerk	Txt
ENW	1101	TESTA	VACANT	VC	10/25/2012 06:15pm	LESLIE N
ENW	1102	TESTA	OFFMARKET	OOO	11/02/2012 11:41am	NWIND N
ENW	1103	TESTA	VACANT	VC	10/09/2012 12:44pm	LESLIE N
ENW	1104	TESTA	VACANT	VC	10/30/2012 01:25pm	LESLIE N
ENW	1105	TESTA	VACANT	VC	10/31/2012 05:24pm	NWIND N
ENW	1106	TESTA	VACANT	VC	10/22/2012 12:38pm	NWIND N
ENW	1107	TESTA	VACANT	VC	10/22/2012 09:28pm	NWIND N
ENW	1108	TESTA	VACANT	VC	10/22/2012 09:28pm	NWIND N
ENW	1109	TESTA	VACANT	VC	10/22/2012 09:28pm	NWIND N
ENW	1110	TESTA	VACANT	VC	10/22/2012 09:28pm	NWIND N
ENW	1111	TESTA	VACANT	VC	10/22/2012 09:28pm	NWIND N

An F8 Lookup can be performed to select a colour to associate the housekeeping status with. The colours will display on the Housekeeping screen in Front Desk.

To change the colour choices, please refer to Assigning Colours in Maestro QRG

Housekeeping Default Status Codes

Occupancy Status Change	Default Status Code
While Offmarket	000
On Return From Offmarket	VD
After Overnight Occupancy	OD
After Check-In	OD
After Checkout	VD
After Sameday Checkin/Out	VD

The property sets the default **Status Codes** that Maestro automatically assigns to a room when its occupancy status changes. Examples are after Check-In and Checkout or when a room is taken **Offmarket**.

Although Maestro assigns these default codes, staff can manually reset them. If no defaults are assigned, the property must change the room statuses manually.

To set up these defaults select **Housekeeping Default Status** on the **Housekeeping Configuration** screen.

Housekeeping Interface Setup

The **Housekeeping Interface** cross-references Housekeeping status codes used by the PBX with the corresponding Maestro codes. This interface allows staff to use the room's telephone to communicate updated housekeeping statuses to Maestro.

The property defines a numeric sequence that is entered through the room telephone. This causes the phone system to generate the function and status codes listed in this setup, changing the room status in Maestro.

Each PBX vendor can use a different set of function and status codes to communicate this information. This information is found in the manuals from the PBX vendor.

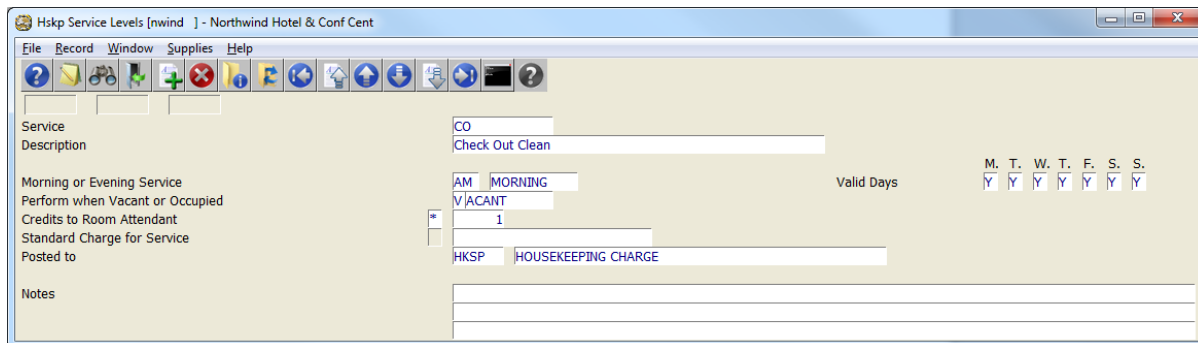
Set up this interface on the **Housekeeping Interface Setup Codes Maintenance** screen.

PBX_Fun	PBX_Status	Hskp
SX	1	VC
SX	2	VD
SX	3	OC
SX	4	OD

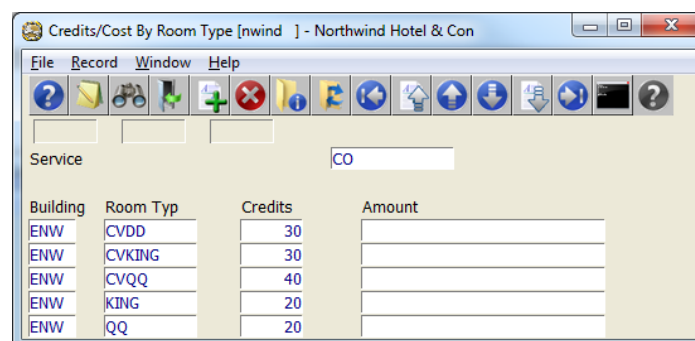
Housekeeping Service Levels

The user creates **Categories** or **Levels** of Housekeeping services. The details of these Levels are defined in the Define Service Levels screen.

1. In **Front Desk Maintenance**, select **Setup | Housekeeping Configuration | Define Service Levels**.
2. Key the **Service** name or code and its full **Description**. This displays only for informational purposes and is not visible to the guest.



3. Indicate whether this service is performed in the AM or PM and when the room is Vacant or Occupied. In this example, the CO (Check Out Clean) service is only performed in the morning when the room is vacant.
4. The property specifies how long it should take to perform this service by assigning it a number of credits.
 - In this example, the CO service is assigned 30 credits, which in this case, represent minutes.
 - **Credits** are used for Housekeeping Assignment. **Credits** are units of work. For example, a property can use credits to denote the time needed to clean a room. In the above example, the property has decided to correlate credits with time. The service will take 30 minutes to complete. Properties may choose to use credits as a unit of work. For example, 1 credit equals to 1 room.
 - Credits can be assigned to specific room types. This can be done by going to **Window | Charge/Credits by Type**. If there are charges associated to the service, it can be entered in the Amount field.
 - **Valid Days** can be used in cases where a service is only performed on specific days of the week. A 'Y' indicates the service will be performed on the day. A 'N' indicates the service will not be performed on the day.

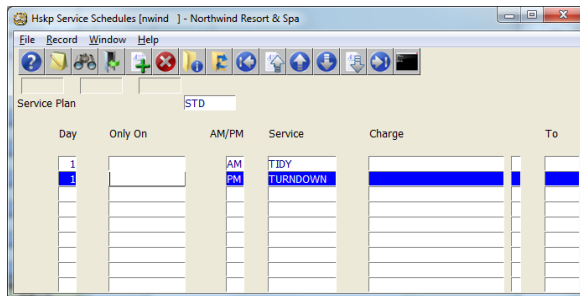
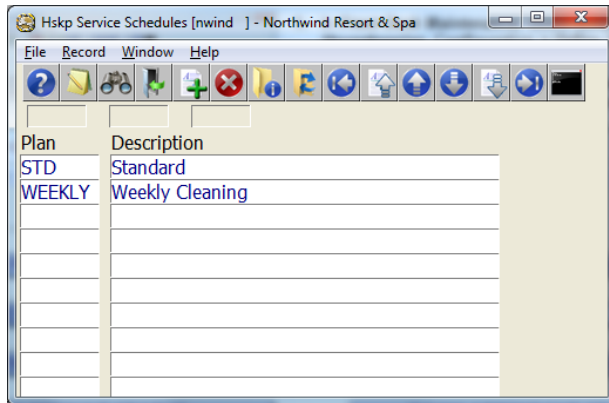


Building	Room Typ	Credits	Amount
ENW	CVDD	30	
ENW	CVKING	30	
ENW	CVQQ	40	
ENW	KING	20	
ENW	QQ	20	

5. For chargeable cleaning services, the property specifies the amount of the charge and the posting code to which it will be posted

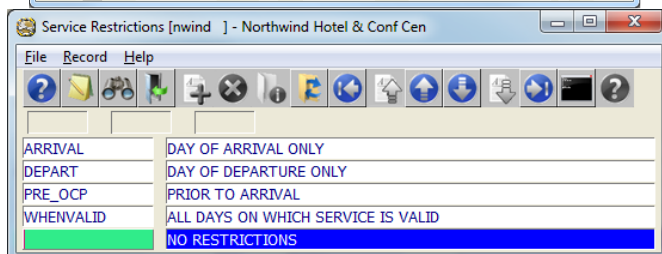
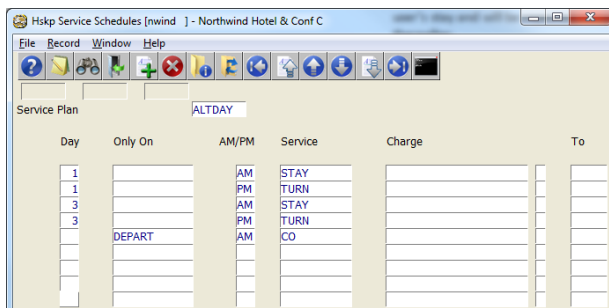
Define Service Schedules (Plan)

The property creates **Service Schedules** or **Plans** and then defines the **Plan Details**. The **Plan Details** include the specific **Housekeeping Service Level**.



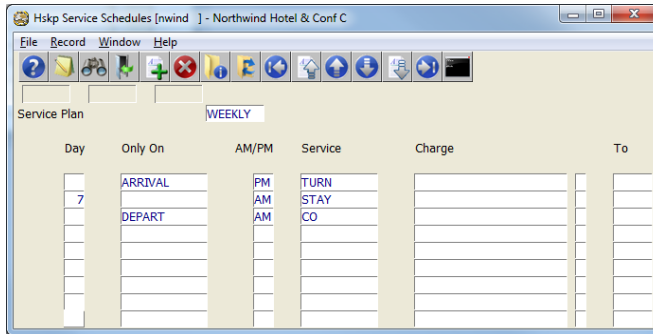
1. In this example, the property created the **Schedule** or 'plan', STD (Standard).

2. To define the details, select **Window | Plan Details**. **Maestro only** permits the user to attach **one** morning and **one** evening **Service Level** to a **Service Schedule**. It is important to take this into account when creating **Service Schedules**. The STD **Service Plan** consists of a Tidy Clean in the AM and Turndown service in the PM
Day refers to the **Relative Day** of a guest's stay
Day = 1 means that the **Stayover Service Level** is performed on the first morning of the user's stay and will be repeated every day thereafter.



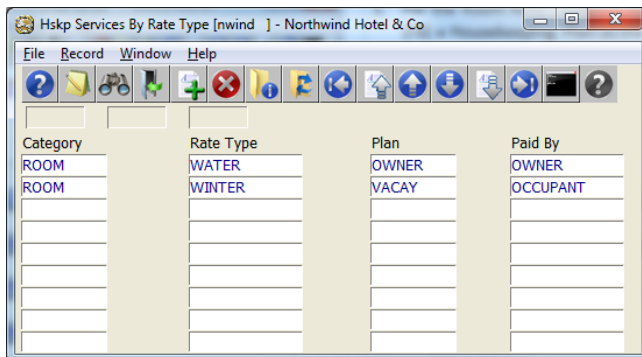
4. **Day = 1** and **Day = 3** (keyed as separate line for days 1 and 3) means that the Stayover **Service Level** is performed on the first morning of the guest's stay and **every other** morning thereafter. The evening Turndown Service is performed nightly.
5. The **Only On** field can specify that a service is only performed on the guest's Arrival or Departure date. When the field is blank, the service is provided on any day.

WHENVALID is used in conjunction with **Valid Days** on the **Service Level** screen



6. In this Weekly Housekeeping Plan, Stayover clean is scheduled on the 7th relative day of the guest's stay and every 7th day thereafter. Turn-down Service is provided only on the guest's arrival day. Stayover clean is scheduled on the 7th relative day of the guest's stay and every 7th day thereafter (weekly). If there is a charge attached to the service, the amount and posting code used to post will be populated in the Charge and To fields respectively.

Assign Service Schedules to Rate Types

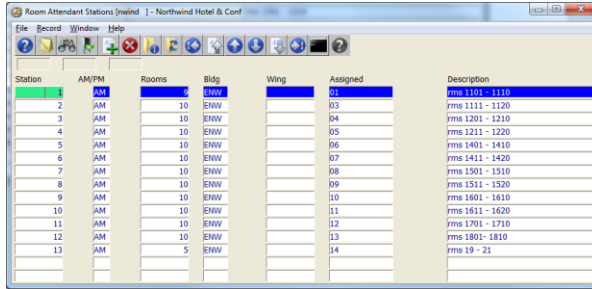


1. For the Room Rate Category, key or Lookup (F8) a Housekeeping Plan as the default Plan that will apply to the ZGLOBAL room type, this property's default for all room types.
2. For a specific Rate Type, the property may key or select a different Housekeeping Plan. This would override the property's default setting plan settings
3. For a chargeable service, the property can use the Paid By field to allocate payment to the:
 - Occupant
 - Owner
 - House Account

Category	An F8 Lookup can be performed, selecting the Rate Category, which should be Room
Rate Type	An F8 can be performed, selecting the Rate type you wish to assign to a service schedule.
Plan	An F8 Lookup can be performed, selecting the appropriate service schedule or plan.
Paid By	If there is a charge associated with the service, users can specify whether the Guest, Hotel or Owner of the unit is paying for it.

Create Room Attendant Stations

This function allocates the property's rooms to Room Attendant Stations. The Housekeeping Supervisor creates Stations that represent one morning's or evening's workload based on room location, how long it takes to clean each room, and any other related factors that affect daily workload.



1. To do this, select **Housekeeping Configuration | Room Attendant Stations**
2. The property creates each station individually by assigning all rooms to **Housekeeping Stations**. This property does that for the rooms in Building NWR
3. Key the Station Number, shift (AM / PM), and the Building number, if the property has multiple buildings
4. Select **Window | Rooms in Station**
Maestro tallies the number of rooms on the Rooms Attendant Stations screen. This is not a data entry field.
5. Key all the rooms in that Station or F8 - Lookup to select the rooms from a list of rooms for that building.

The Station Rooms screen shows the 16 rooms in Station 1 in Building NWR.

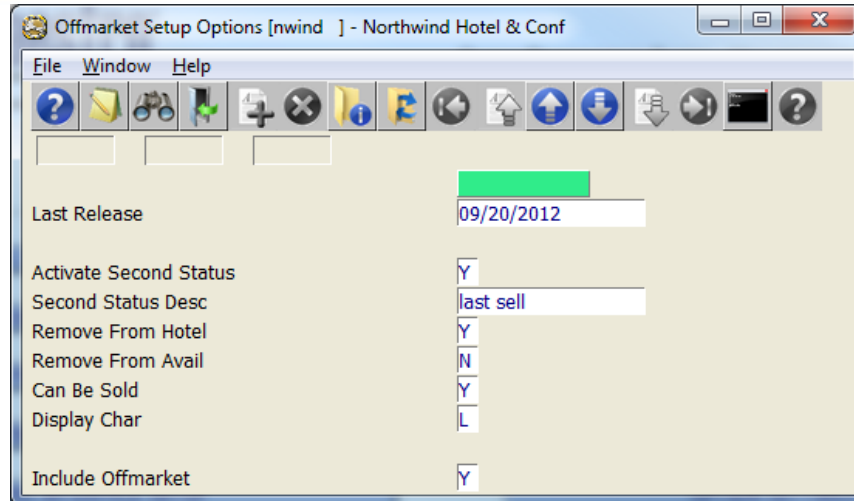
Maestro tallies the number of Rooms on the Rooms Attendant Stations screen and displays the total in the Rooms field. This is not a data entry field

This completes the Station setup for Housekeeping Assignment. The details of how to use this process are described in Section 3.6 Housekeeping Cleaning Assignment

Offmarket Option Settings

A second offmarket status can be setup to act differently than the defaulted. Depending on the property, the default offmarket can either be included or not included in the hotel inventory. This option will affect Maestro reporting figures based on occupancy. Reports will be calculated based on the settings below. If users decide to have offmarket rooms be included in hotel inventory, the reports will be based on the total number of rooms. If users decide to have offmarket rooms NOT be included, the hotel inventory will be reflected (total rooms – offmarket rooms = Total rooms available for sale).

Go to **Setup | Housekeeping Configuration | Offmarket Option Settings**

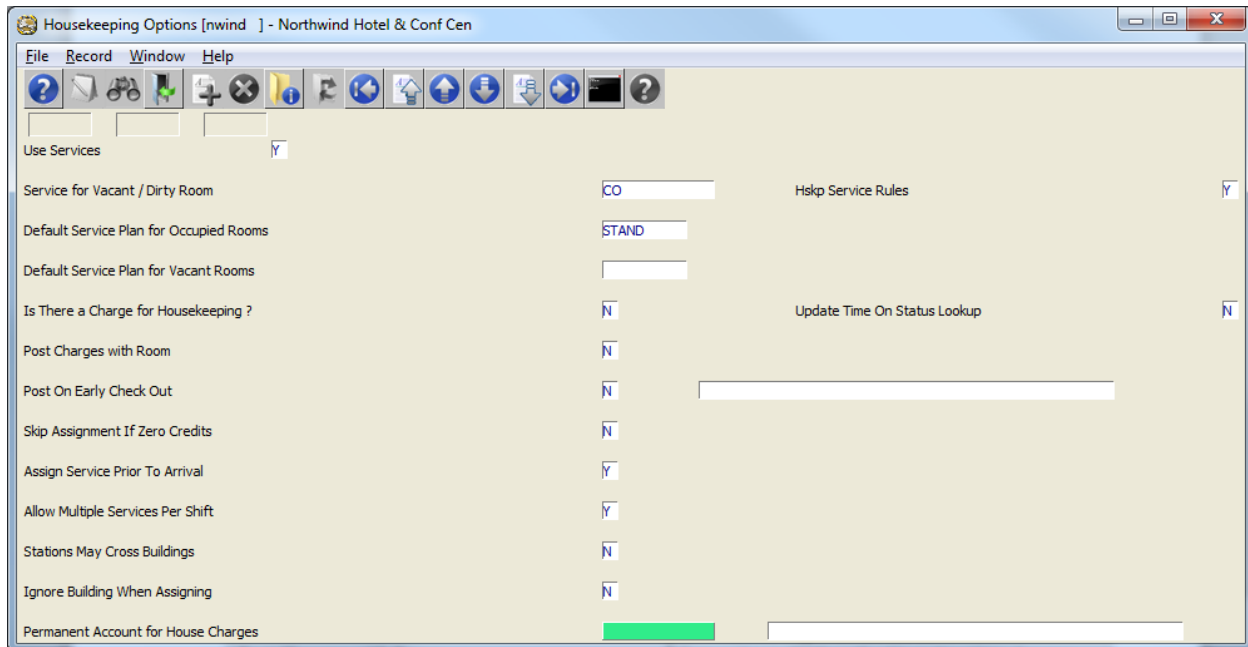


Offmarket Setup Options [nwind] - Northwind Hotel & Conf	
File Window Help	
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Last Release	09/20/2012
Activate Second Status	Y
Second Status Desc	last sell
Remove From Hotel	Y
Remove From Avail	N
Can Be Sold	Y
Display Char	L
Include Offmarket	Y

Activate Second Status	To use the second offmarket status, the flag must be set to 'Y'
Second Status Desc	The description of the second offmarket status.
Remove from Hotel	Do you wish for the status to remove the room from the total hotel inventory?
Remove from Availability	Do you wish for the status to remove the room from hotel availability?
Can be sold	Can the room be sold? Maestro will allow clerks to assign the room to a guest.
Display Char	The display character on the room number space charts
Include Offmarket	This is the default setting for the main offmarket setting. 'Y' indicates that the room is included in the hotel inventory.

Housekeeping Options Settings

Housekeeping options can be set in the Option Settings of Housekeeping Configuration.



Housekeeping Options [nwind] - Northwind Hotel & Conf Cen

File Record Window Help

Use Services ☒ Y

Service for Vacant / Dirty Room Hskp Service Rules ☒ Y

Default Service Plan for Occupied Rooms

Default Service Plan for Vacant Rooms

Is There a Charge for Housekeeping? Update Time On Status Lookup

Post Charges with Room

Post On Early Check Out

Skip Assignment If Zero Credits

Assign Service Prior To Arrival

Allow Multiple Services Per Shift

Stations May Cross Buildings

Ignore Building When Assigning

Permanent Account for House Charges

Use Services

To use housekeeping services, this flag must be set to 'Y'. If it is set to 'N', housekeeping assignment will list the rooms that are dirty, not the service level needed

Service for Vacant/Dirty Room

The default service for dirty rooms, whether being rolled over from the previous day or coming back on market from being offmarket

Default Service Plan for Occupied Rooms

Default service plan for occupied rooms

Default Service Plan for Vacant Rooms

Default service plan for vacant rooms

Is There a Charge for Housekeeping?

If there are charges associated to housekeeping service, this flag must be set to 'Y'

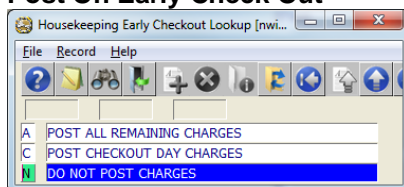
Post Charges with Room

Determines whether the Housekeeping charges are posted during night audit

Post On Early Check Out

Determines how much of the housekeeping charges are to post during an early checkout.

- A – Post all remaining charges
- C – Post checkout day charges only
- N – Do not post charges



Housekeeping Early Checkout Lookup [nwi...]

File Record Help

A POST ALL REMAINING CHARGES

C POST CHECKOUT DAY CHARGES

N DO NOT POST CHARGES

Skip Assignment If Zero Credits

Rooms that don't have a service for the day or has a service with zero credits will not list as a part of Housekeeping Assignment

Assign Service Prior to Arrival

Reservations that have been assigned a room number can have a housekeeping service assigned prior to their arrival

Allow Multiple Services Per Shift

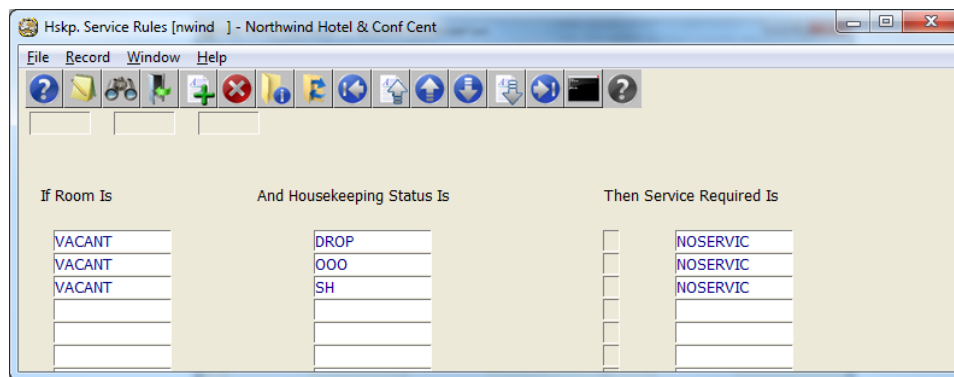
Maestro has the ability to assign two services in the

Permanent Account for House Charges	same day. One AM and one PM service If the hotel is paying for the housekeeping charges, they can be posted in a permanent account
Update Time on Status Lookup	This will update the time records whenever the Housekeeping Status Code Lookup (F8) is accessed, even if a new status has not been selected

Housekeeping Service Rules

In the event that a specific service is required for certain housekeeping statuses, the Housekeeping Service Rules will work in conjunction with Housekeeping Assignment.

As an operational example, the housekeeping service of SH - Showroom does not require any services. In the Housekeeping Status setup, the SH – Showroom status is set up as Occupied – N, Clean – N. Because the room is not clean, Housekeeping Assignment will assign it a service of Checkout clean. To prevent this, a service rule is set up that when the room is vacant, and the housekeeping status is set to SH, then the service required is NOSERVICE



If Room Is	And Housekeeping Status Is	Then Service Required Is
VACANT	DROP	NOSERVICE
VACANT	OOO	NOSERVICE
VACANT	SH	NOSERVICE

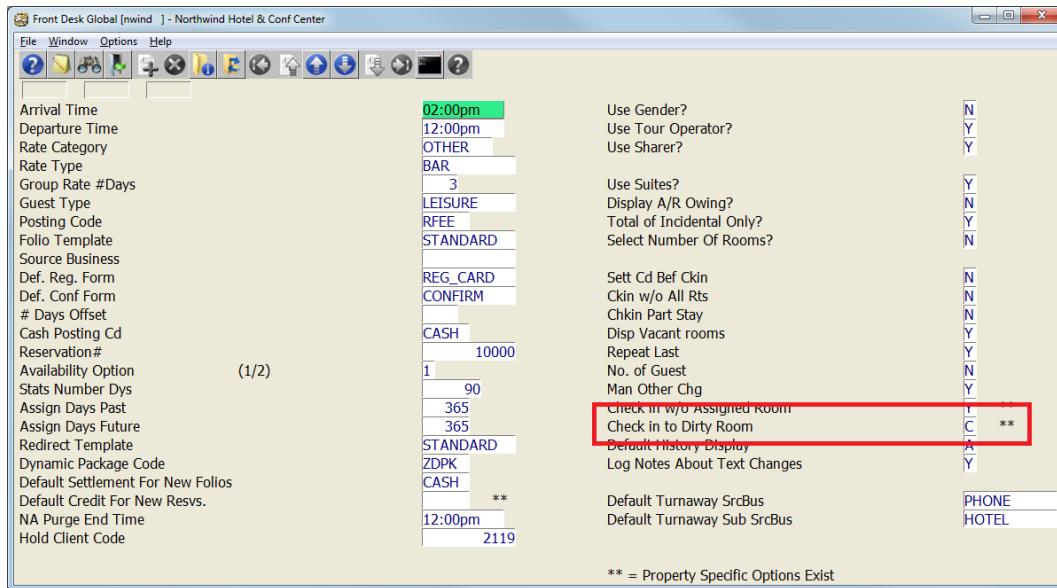
If Room Is	This field will default to VACANT
And Housekeeping Status Is	An F8 Lookup can be performed to select the appropriate housekeeping status
Then Service Required Is	An F8 Lookup can be performed to select the appropriate housekeeping service level

Global Options – Front Desk Maintenance

During Front Desk setup, the property determines whether a guest can be checked into a room that hasn't yet been cleaned.

To do this:

Go to **Front Desk Maintenance | Setup | Front Desk Global**



Arrival Time	02:00pm	Use Gender?	N
Departure Time	12:00pm	Use Tour Operator?	Y
Rate Category	OTHER	Use Sharer?	Y
Rate Type	BAR		
Group Rate #Days	3	Use Suites?	Y
Guest Type	LEISURE	Display A/R Owing?	N
Posting Code	RFE	Total of Incidental Only?	Y
Folio Template	STANDARD	Select Number Of Rooms?	N
Source Business			
Def. Reg. Form	REG_CARD	Sett Cd Bef Ckin	N
Def. Conf Form	CONFIRM	Ckin w/o All Rts	N
# Days Offset		Chkin Part Stay	N
Cash Posting Cd	CASH	Disp Vacant rooms	Y
Reservation#	10000	Repeat Last	Y
Availability Option	1	No. of Guest	N
Stats Number Dys	90	Man Other Chg	Y
Assign Days Past	365	Check in w/o Assigned Room	C
Assign Days Future	365	Check in to Dirty Room	C
Redirect Template	STANDARD	Default History Display	A
Dynamic Package Code	ZDPK	Log Notes About Text Changes	Y
Default Settlement For New Follis	CASH		
Default Credit For New Resvs.	**	Default Turnaway SrcBus	PHONE
NA Purge End Time	12:00pm	Default Turnaway Sub SrcBus	HOTEL
Hold Client Code	2119		

** = Property Specific Options Exist

Set the flag for Check In to Dirty Room to one of the following options:



Y	YES
N	NO
C	C/I CLEAN ONLY
A	ASK IF DIRTY

- Y – Yes, allow dirty rooms to be checked in
- N – No, do not allow dirty rooms to be checked in
- C – When reservations are holding multiple pieces of inventory, check in only clean rooms
- A – Confirms to the clerk at check in the room is dirty, asking if they want to proceed with the check in process.

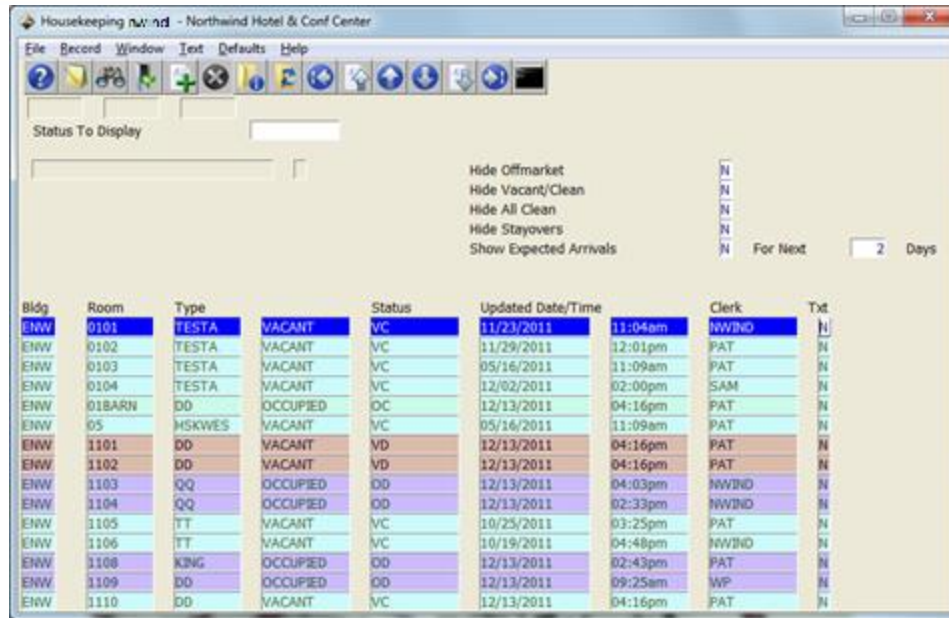
Operational Details

Display Housekeeping Status

Maestro allows the user to view the Housekeeping Status of an individual room, all rooms on the property, or all rooms with a specific housekeeping status. After viewing the list, staff can manually update the Room Status, as described in Section 3.2.

To view and manage the rooms' housekeeping status, use the Housekeeping screen.

- In a Front Desk session, go to **Housekeeping | Housekeeping**
- The Housekeeping screen contains the fields listed below. A user can update the Status to Display and individual Status fields for each room.



Bldg	Room	Type	Status	Updated Date/Time	Clerk	Txt
ENW	0101	TESTA	VACANT	11/23/2011 11:04am	NWIND	N
ENW	0102	TESTA	VACANT	11/29/2011 12:01pm	PAT	N
ENW	0103	TESTA	VACANT	05/16/2011 11:09am	PAT	N
ENW	0104	TESTA	VACANT	12/02/2011 02:00pm	SAM	N
ENW	01BARN	DO	OCCUPIED	12/13/2011 04:16pm	PAT	N
ENW	05	MSKVES	VACANT	05/16/2011 11:09am	PAT	N
ENW	1101	DD	VACANT	12/13/2011 04:16pm	PAT	N
ENW	1102	DD	VACANT	12/13/2011 04:16pm	PAT	N
ENW	1103	QQ	OCCUPIED	12/13/2011 04:03pm	NWIND	N
ENW	1104	QQ	OCCUPIED	12/13/2011 02:33pm	NWIND	N
ENW	1105	TT	VACANT	10/25/2011 03:25pm	PAT	N
ENW	1106	TT	VACANT	10/19/2011 04:48pm	NWIND	N
ENW	1108	KING	OCCUPIED	12/13/2011 02:43pm	PAT	N
ENW	1109	DD	OCCUPIED	12/13/2011 09:25am	WP	N
ENW	1110	DD	VACANT	12/13/2011 04:16pm	PAT	N

Status To Display

Filter that allows a user to select and view a list of rooms with this housekeeping status, in order by building and by room numbers within the building. If this field is blank, all rooms are displayed.
An F8 Lookup can be performed to select the status to display.

Bldg	Read only	Building code
Room	Read only	Room number
Type	Read only	Room type
Status	Read only	The current Maestro occupancy status of the room, derived from the Reservation Status.
Updated Date / Time	Read only	The Housekeeping Status, derived from the Status Code transmitted to the PBX Interface, manually keyed by the user, or set by the property's defaults.
Clerk	Read only	Most recent date and time that the room status was updated: by the Night Audit or as reported by housekeeping
Txt:	Y or N Read only	User who last changed the room status
Display Filters		Indicates whether a message was entered with the room's additional information. Only messages entered that day, before the Night Audit is run, can be viewed.
<div> <div>Hide Offmarket</div> <div>Hide Vacant/Clean</div> <div>Hide All Clean</div> <div>Hide Stayovers</div> <div>Show Expected Arrivals</div> </div> <div> <div>N</div> <div>N</div> <div>N</div> <div>N</div> <div>N</div> </div> <div> <div>For Next</div> <div>2</div> <div>Days</div> </div>		Display filters can be set to hide rooms with a certain status. This can be done by typing a 'Y' or 'N' in the fields. To set the defaults for the display filters, go to Defaults Set Display Filters

Updating Room Status – Manual Method

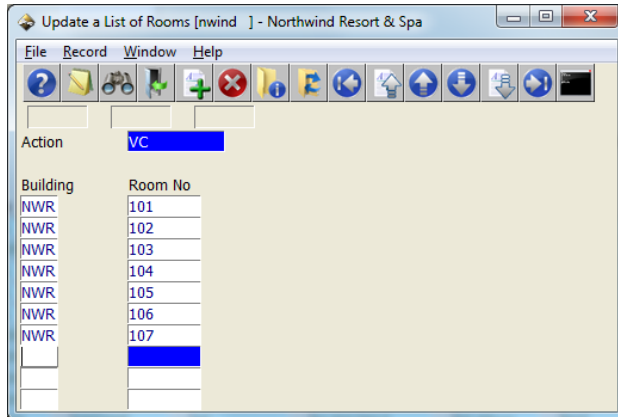
Maestro allows a user to update the housekeeping status for:

- An individual room
- A list of rooms
- A list of rooms with consecutive numbers (called a range of rooms)

Manually Update the Status of an Individual Room

- View it on the Housekeeping screen and highlight it
- Key or select (F8 Lookup) the changed status for an individual room

Update the Status of a List of Rooms

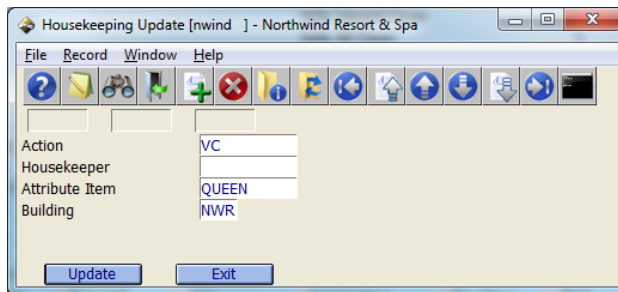


The user can manually update the status of a list of rooms on the Update a List of Rooms screen.

Housekeeping | Housekeeping | Window | Update a List of Rooms

Select the new housekeeping status in the Action field. Key or Lookup (F8) and select the building and number of each room whose status is to be changed.

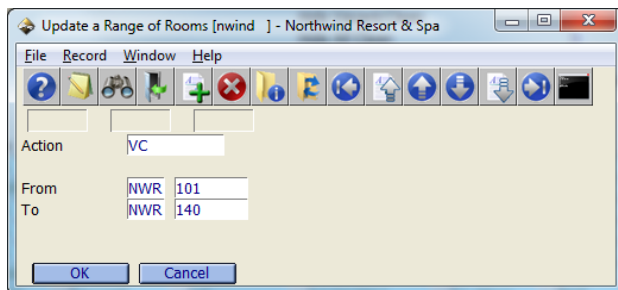
Update a Multiple Rooms



Select **Housekeeping | Housekeeping | Window | Update Multiple Rooms**. This takes you to the Housekeeping Update screen that allows the user to: Select an Action (updated housekeeping status) and update Room Status for a Housekeeper, Attribute Item, and/or the Building.

Key or select F8 (Lookup) the Action desired and the Housekeeper, Attribute Item, and/or the Building.

Update a Range of Rooms



This feature allows you to update the Housekeeping Status of a list of consecutive room numbers. Key only the first and last numbers of the list. Select **Housekeeping | Housekeeping | Window | Update a Range of Rooms**.

Key the Action (the new Housekeeping Status) and first and last building and room number of the rooms whose status is to be changed.

NOTE: This update can be performed across buildings.

Updating Room Status – Interface Method

The property can set up Maestro's Housekeeping Interface to accept Housekeeping Status updates entered through the PBX. Housekeepers use guests' telephone to report status updates by keying the codes defined by the property. Maestro automatically updates its housekeeping status.



Housekeeping History Log

The Housekeeping Room History Log reports changes to a room's occupancy and housekeeping status and the date and time of each change. Maestro purges this log during the Night Audit at the interval specified by the property. The recommended interval is 30 days.

Date	Time	Action	Done By	Description	Keyed By	T
12/16/2011	03:07pm	VC	PAT	vc pat	PAT	N
12/16/2011	03:19pm	OD	PAT	Room Occupied	PAT	N
12/21/2011	05:11pm	OD	PAT	Room Occupied Overnight	PAT	N
12/23/2011	11:00am	VC	PAT	vc pat	PAT	N

View the Housekeeping History for an individual room on the Housekeeping Room History screen.

- In a Front Desk session: select **Housekeeping | Housekeeping**
- Select the room whose history you want to view
- **Window | Housekeeping History**

Staff can view all fields reporting the change, when it took place and who changed it. The staff can read or enter a Text Message by Drilling down on the 'T' field\

Housekeeping Services for a Particular Room

Date	Shift	Per	Service	Charge	Post To
01/05/2012	AM		STAY		
01/06/2012	AM		STAY		
01/07/2012	AM		SHEETCHG		HSKP
01/08/2012	AM		CO		HSKP

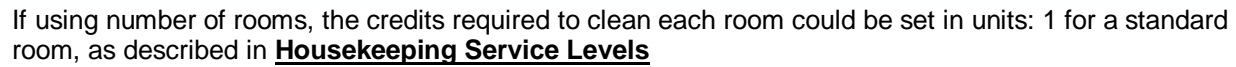
To view the Housekeeping services provided for a specific room, display the **Assignment Chart** for that **Guest Reservation**.

1. Select **Window | Housekeeping Services**
2. **Maestro** displays the **Housekeeping Service Schedule Chart** for that reservation
 This guest is staying at the property from January 4 to January 8
 He received Stayover service on for the first two days, Sheet change for the third day and checkout clean on the January 8.

Housekeeping Cleaning Assignment

Maestro creates room cleaning assignment lists for available housekeepers based on the number of housekeeping staff available for that shift, the number of Credits assigned to each room, and the total number of Credits a Housekeeper is to complete on that shift. Credits can be the:

- Total time a housekeeper can be scheduled to work OR
- Total number of rooms a housekeeper is expected to clean



The Housekeeping Supervisor lists the Housekeeping Staff available. Maestro determines the rooms that need to be cleaned and assigns them to the available housekeepers.

Maestro goes through the list of rooms to be cleaned and assigns them, one at a time, to the first available housekeeper up to the maximum workload, then to the next housekeeper on the list. Any rooms that cannot be assigned will be allocated to the “Un-Assigned” list. These must then be manually assigned to staff.

Assigning staff to rooms is done from the Housekeeping Assignment screen.

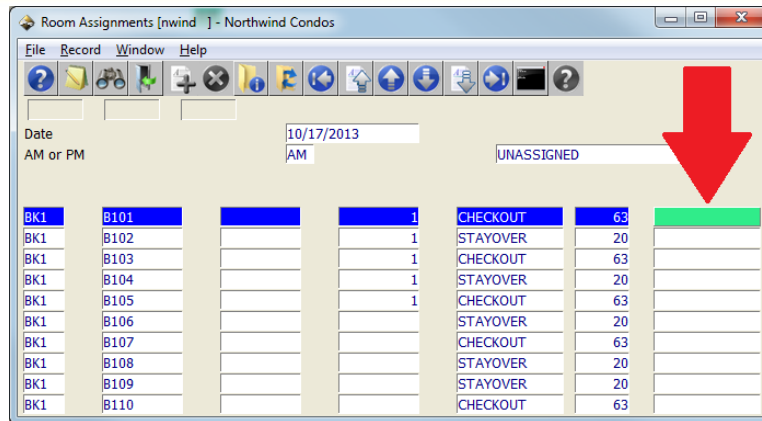
List of Housekeeping Attendants Available

Within the Front Desk module, select **Housekeeping | Housekeeping Assignment**.

1. Identify the Housekeepers who are on duty for that shift
2. Select **Window | Attendants on Duty** and key or Lookup (F8) the Housekeepers available
 - Users can also (F8) Lookup to view, add or delete Attendants available.
 - If a property wants to create a list of rooms for unnamed Housekeepers, key only the number of Housekeeping Attendants on Duty on the Housekeeping Assignment screen.

Complete Housekeeping Assignment Screen

Page 18 of 27



When viewing room assignments for housekeepers, unassigned rooms will also display. The unassigned rooms are the rooms with no housekeeper assigned in the far right column.

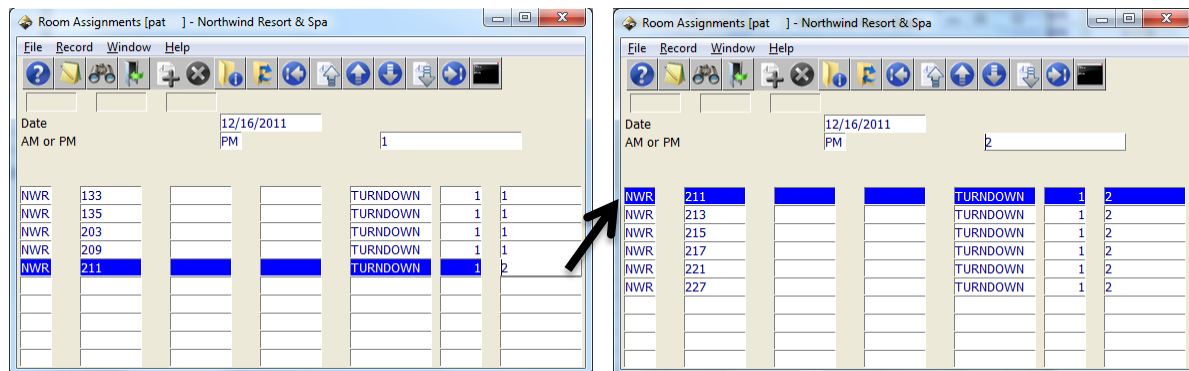
Reassigning Attendants Manually

Maestro has the ability to can reassign rooms, if desired, after the assignments are created.

From the Housekeeping Assignment Screen, go to Window | Attendant by Summary

In this example, reassigning room 211 to Housekeeper 2.

To do this, key the replacement Housekeeper's number on the far right field on the Room Assignments screen.



Print Assignments

The user can print Reports listing the Assignments for each Housekeeper from the Print Assignments screen:

1. Start at the Assignment Summary by Attendant screen
2. Select a Housekeeper. Window | Print Assignment Sheet
3. Maestro creates the Assignment Sheet for that Housekeeper

The example on the next page shows the adjusted assignments for Housekeeper 2



12/19/2011 01:39pm FD3413 Northwind Resort & Spa Page 1

Cleaning Assignments for 2 AM Shift

Bld/Room	Type	Floor	Stat	Service	Occupancy	Guest Name	Ad.	Ch.	Sen.	Other	Arrival	Departure	Initials
NWR 211	PSQ		OD	CHECKOUT	VACANT								
NWR 213	GCD		VC	CHECKOUT	VACANT								
NWR 217	PSK		VC	CHECKOUT	VACANT								
NWR 221	PSQ		OD	CHECKOUT	VACANT								
NWR 227	GCQ		VC	CHECKOUT	VACANT								

Rooms: 5 Total credits: 5 Total persons

Text Messages

Viewing text messages about housekeeping activity on a room works the same way as viewing other text messages in Maestro.

Enter or read text message on the Housekeeping Text screen.

1. Highlight a room on the Housekeeping screen
2. **Text | Drilldown (F5)** to create or view a text message

Housekeeping [nwind] - Northwind Resort & Spa

File Record Window Text Defaults Help

Status To Display

Hide Offmarket N
Hide Vacant/Clean N
Hide All Clean N
Hide Stayovers N
Show Expected Arrivals N For Next 2 Days

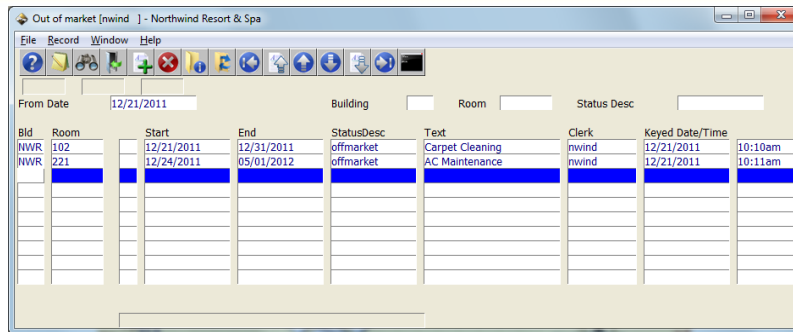
Bldg	Room	Type	Status	Updated Date/Time	Clerk	Txt
NWR	101	PSD	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	102	GCD	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	103	PSQ	OCCUPIED	OD	12/16/2011 03:19pm	PAT N
NWR	104	GCQ	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	105	PSK	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	106	GCK	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	107	PSD	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	108	GCD	VACANT	VC	12/16/2011 03:07pm	PAT Y
NWR	109	PSQ	OCCUPIED	OD	12/16/2011 03:19pm	PAT N
NWR	110	GCQ	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	111	PSK	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	112	GCK	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	113	PSD	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	114	GCD	VACANT	VC	12/16/2011 03:07pm	PAT N
NWR	115	PSQ	VACANT	VC	12/16/2011 03:07pm	PAT N

Offmarket Rooms

Placing Rooms Offmarket

A room is placed Offmarket or returns from Offmarket status on the Out of Market screen.

Housekeeping | Out of Market



Select search criteria or leave blank to display all Offmarket rooms. The table below describes the fields on this screen.

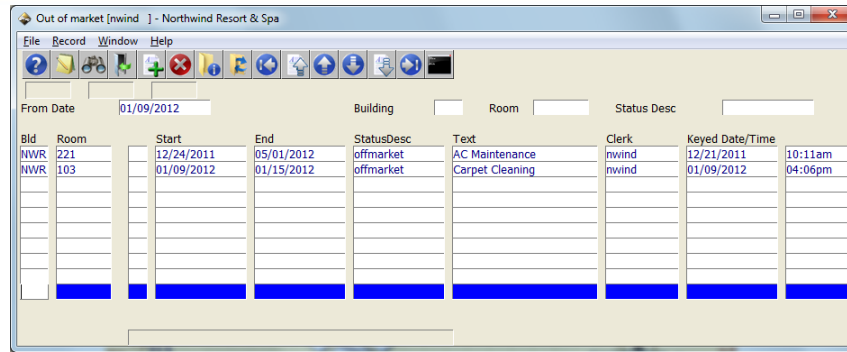
From Date	Displays a room or a list of rooms that are or will be Offmarket on that date. Defaults to current date
Building	Lists all Offmarket rooms filtered by selected buildings. Leave the field blank to view all buildings
Room	Displays the room number
StatusDesc	Status Description. An F8 Lookup can be performed to filter the rooms to display by status code.
Bld	Displays the building code
Room	Displays the room number
Start	Date room was or will be placed Offmarket. Defaults to the current date and the user overtypes a new date.
EndDate	Date room was or will be returned to regular availability after the Night Audit. Defaults to the start date; the user may overtype a new date. Maestro then opens a text screen for user to describe the situation
StatusDesc	Status Description. An F8 Lookup can be performed to select the desired offmarket status for the room.
Keyed Date/Time	Date the user entered the update into Maestro
Clerk	User who made the change
Text	Information about the problem or reason for room status change. The first 16 characters are displayed on the Offmarket screen and printed in the Offmarket Report.

Returning Rooms from Offmarket

Rooms are automatically returned from Offmarket status by the Night Audit of the EndDate entered on the Offmarket screen. If, for example, maintenance is completed earlier than planned or the time Offmarket will be extended, return the room from Offmarket status by overtyping a new EndDate. Change the EndDate field on the Offmarket screen.

If a room is to be returned to general inventory immediately or before night audit, highlight the record and press F7 to delete. The room is now back in general inventory.

Note: After you change the EndDate, Maestro displays the text screen where the user can change the description of this maintenance.



1. **Housekeeping | Offmarket**
2. This takes you to the Offmarket screen.
3. Change the End Date by overtyping a new date

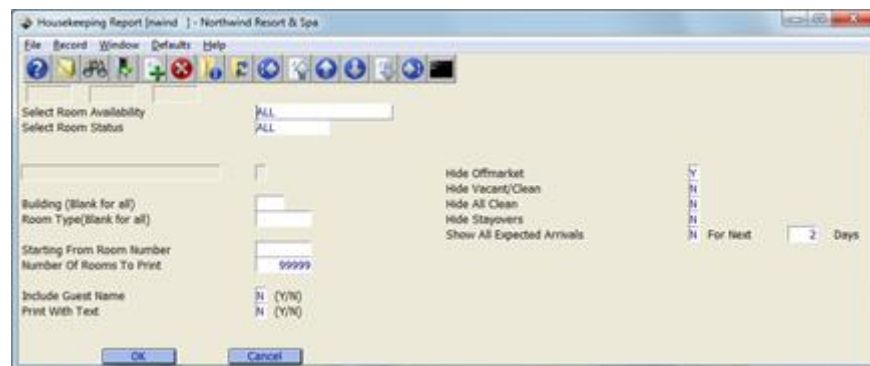
Note: You can also change the Start (date) in the same way, as long the new date is not in the past.

Housekeeping Reports

Housekeeping Report

The report provides the date last cleaned, occupancy and housekeeping statuses, and, for reserved and occupied rooms, information about guests such as reservation number, arrival date, departure date and time, and number of guests. This report can also list rooms selected by room type, building, availability, status, and type and within a range of rooms.

1. **Housekeeping | Housekeeping Report**
2. Set the options listed below. Click “OK” to run the report or “Cancel” to stop before running the report



Room Availability	Programmed during setup
Room Status	Housekeeping status
Only If Needing Service	Only lists rooms that need to be cleaned that day. This field has been added for use at properties where multiple Status Codes have been defined to describe various “Clean” rooms.
Building	Room location by building
Room Type	Room type
Starting From Room Number	Start printing the report at this room number. Defaults to first number in the building



Number Of Rooms To Print	Total number of rooms to print
Include Guest Name	Y = Report includes name of guest in the room N = Guest names are not printed
Print With Text	Y = Report includes text messages N = Text messages are not printed

Suggested application of the Housekeeping Report: Evaluation of Housekeeping Status of each guestroom and manual assignment of guestrooms to each housekeeper

Northwind Hotel & Conf Center Page 1
Housekeeping Report

Room Availability Selected: ALL
Room Status Selected : ALL
Starting Room Selected :

***** = Conflicting occupancy Status

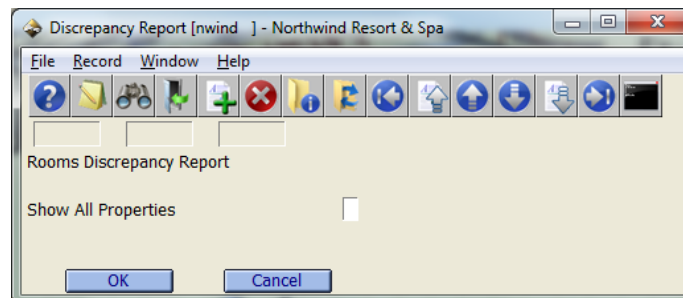
Building: ENW

Room	Type	Front Desk	Housekeeping Clean	Res#	Arrival	Departure	Ad.	Ch.	Sen.	other
0101	TESTA	VACANT	VC	10/25/2012	VACANT					
0103	TESTA	VACANT	VC	10/09/2012	VACANT					
0104	TESTA	VACANT	VC	10/30/2012	VACANT					
01BARN	DD	VACANT	VC	10/31/2012	VACANT					
05	HSKWES	VACANT	VC	10/22/2012	VACANT					
1101	DD	OCCUPIED	OD	11/01/2012	26236 DEPARTING	11/01/2012	11/02/2012	1		
1102	DD	OCCUPIED	OD	10/31/2012	26232 STAY OVER	10/31/2012	11/03/2012	1		
1104	QQ	VACANT	VC	10/09/2012	VACANT					
1105	TT	VACANT	VC	10/22/2012	VACANT					
1106	TT	VACANT	VC	10/31/2012	VACANT					
1108	KING	VACANT	VC	10/31/2012	VACANT					
1109	DD	VACANT	VC	10/31/2012	VACANT					
1111	DD	VACANT	***** OD	10/30/2012	VACANT					
1112	DD	VACANT	***** OD	10/30/2012	VACANT					
1113	QQ	VACANT	PU	10/25/2012	VACANT					
1114	QQ	VACANT	PU	10/25/2012	VACANT					
1115	QQ	VACANT	PU	10/25/2012	VACANT					
1116	QQ	VACANT	PU	10/25/2012	VACANT					
1117	KING	VACANT	VC	10/25/2012	VACANT					

Discrepancy Report

The Discrepancy Report lists all rooms where the occupancy status reported by housekeeping contradicts from the occupancy status in Maestro.

Print the Discrepancy Report on the Discrepancy Report screen



1. **Housekeeping | Discrepancy Report**
2. Click "OK" to run the report or "Cancel" to stop before running the report

Discrepancies

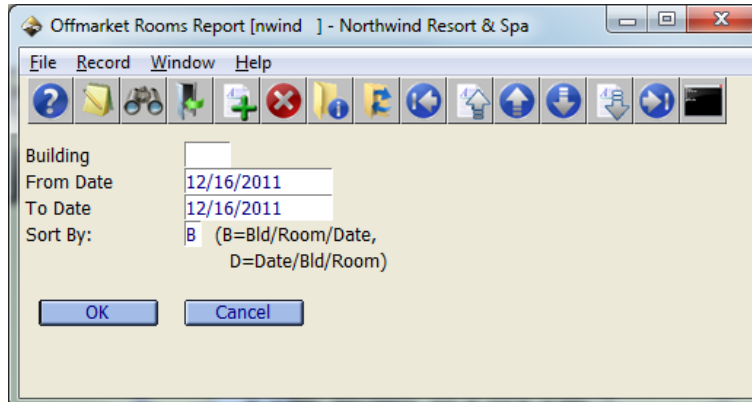
Bldg	Room	Type	Front Desk	Housekeeping	Status
ENW	1111	DD	VACANT	OCCUPIED	OD
ENW	1112	DD	VACANT	OCCUPIED	OD
ENW	1502	DD	VACANT	OCCUPIED	OD
ENW	1508	DD	VACANT	OCCUPIED	OD
ENW	1514	DD	VACANT	OCCUPIED	OD
ENW	1608	DD	VACANT	OCCUPIED	OD

Total Discrepancies For Report: 6

Offmarket Rooms Report

This report identifies the rooms that were/are Offmarket during a specified time period. The report provides the out-of-order dates for each room number, the text message describing the problem, and the name of the user who requested the off market status.

Setup this report on the Offmarket Rooms Report screen.



1. Housekeeping | Offmarket Rooms Report

2. Select the options listed below

Click "OK" to run the report or "Cancel" to stop before running the report

Building	Building
From Date	Report lists all rooms that have been Offmarket since this date
To Date	Report lists all rooms that have been Offmarket between the From Date and this date
Sort by	B = Rooms listed by building and room number. If the room has been Offmarket more than once in this period, these statuses are listed by date D = Rooms listed by date room taken Offmarket. They are listed by building and room number for each building.
Offmarket Rooms	Total number of rooms that have been Offmarket in this period
Total Offmarket nights	Total number of nights that rooms have been Offmarket in this period



Offmarket Rooms Report

Selected Building.: ALL
Selected From Date: 11/02/2012
Selected To Date.: 11/02/2012

Bld Room	Type	From	To	Clerk	Text
ENW 0102	TESTA	11/02/2012	11/04/2012	NWIND	water Damage
ENW 1103	QQ	11/02/2012	12/01/2012	NWIND	New furniture needed
ENW 1210	KING	10/26/2012	11/03/2012	LESLIE	carpet cleaning

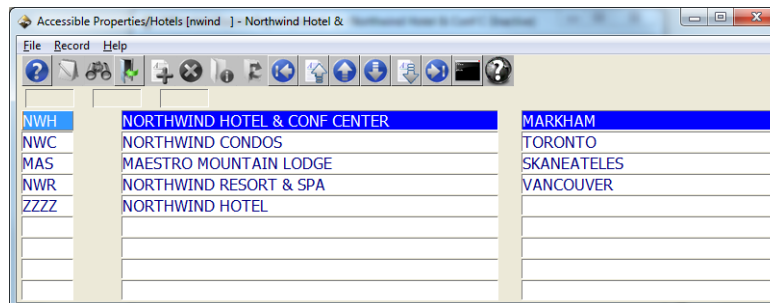
offmarket Rooms: 3
offmarket Nights: 3

end of report

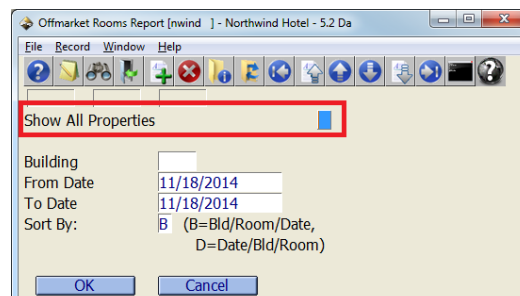
MULTI-PROPERTY

When printing the Offmarket Report in a multi-property environment, the Offmarket Report will print offmarket rooms for the property the user is logged into. Users have the option to print the report for all properties they have access to.

In order for the offmarket report to be limited to only accessible properties, Global System Option #271 must be set to N. To access the Global System Options, go to **Global Maintenance | Setup | Global System Options Maintenance**. To print the offmarket report for all properties the user has access to, go to **Window | Property**. Select the global property of ZZZZ and print the report.



If Global System Option #271 is set to Y, users can set the Show All Properties option to Y to print the report for all properties, even for the properties the users does not have access to.





Forecast Rooms

Users can forecast the number of credits for future dates. This will allow users to maintain a more efficient staffing level.

Housekeeping | Forecast Rooms

Forecast Rooms [nwind] - Northwind Hotel & Conf Center													
File Record Window Printing Help													
Start Date		10/17/2013		Number of Days		14		CURRENT PROPERTY ONLY		N		Print Results	
Restrict to Building				Restrict to Station									
Exclude Owners				Exclude House Use				Exclude Unpicked Group					
								Count Credits Only For					
Date	Arriving Rooms	Guests	Staying Over Rooms	Guests	Departing Rooms	Guests	Sold Tonight Rooms	Guests	Ocp %	Unsold	Credits		
											AM	PM	
10/17/2013	39	109	3	7			42	116	7.0	556	6708	299	
10/18/2013	2	2	26	70	2	4	28	72	4.0	570	495	233	
10/19/2013			27	69	1	3	27	69	4.0	571	432	228	
10/20/2013	8	18	25	67	2	2	33	85	5.0	564	432	253	
10/21/2013			26	70	7	15	26	70	4.0	572	492	223	
10/22/2013	10	30	10	24	16	46	20	54	3.0	578	849	80	
10/23/2013			18	52	2	2	18	52	3.0	580	242	75	
10/24/2013			18	52			18	52	3.0	580	162	75	
10/25/2013	1	3	8	22	10	30	9	25	1.0	589	342	30	
10/26/2013			8	22	1	3	8	22	1.0	582	132	25	
10/27/2013			8	22			8	22	1.0	590	52	25	
10/28/2013			8	22			8	22	1.0	590	52	25	
10/29/2013	1	3	8	22			9	25	1.0	589	102	42	
10/30/2013	28	82	9	25			37	107	6.0	561	72	182	

Start Date	The start date of the forecast
Number of Days	The number of days to forecast
Current Property	Option available
Restrict to Building	An F8 can be performed to select a building
Restrict to Station	An F8 can be performed to select a housekeeping station
Exclude Owners	Excludes reservations that have an Owner guest type
Exclude House Use	Excludes reservations that have an House guest type
Exclude Unpicked Group	Excluded rooms that have been blocked by a group that had yet to make a reservation
Count Credits Only For	An F8 can be performed to select up to 3 Housekeeping Service Levels