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.

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

<table>
<thead>
<tr>
<th>Housekpr</th>
<th>Name</th>
<th>Att Item</th>
<th>Att Item2</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>03</td>
<td></td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>04</td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>ANGELA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>MARY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>JENNIFER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>08</td>
<td>DEREK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ANNE</td>
<td>ANNE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAROLINE</td>
<td>CAROLINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHRISTIE</td>
<td>CHRISTIE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KELLY</td>
<td>KELLY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **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

<table>
<thead>
<tr>
<th>Status (8 alphanumeric)</th>
<th>Code for the room status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description (30 alphanumeric)</td>
<td>Description of the status code, which is displayed at the front desk</td>
</tr>
<tr>
<td>Display at FD (2 alphanumeric)</td>
<td>Code for Housekeeping room status that is displayed at the Front Desk and is used during room assignment</td>
</tr>
</tbody>
</table>
| 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

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

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.
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.

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

3. **Day = 1** means that the **Stayover Service Level** is performed on the first morning of the guest’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**
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Rate Type</th>
<th>Plan</th>
<th>Paid By</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROOM</td>
<td>WATER</td>
<td>OWNER</td>
<td>OWNER</td>
</tr>
<tr>
<td>ROOM</td>
<td>WINTER</td>
<td>YACAY</td>
<td>OCCUPANT</td>
</tr>
</tbody>
</table>

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.

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. Turndown 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.
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

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**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**
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activate Second Status</td>
<td>To use the second offmarket status, the flag must be set to ‘Y’</td>
</tr>
<tr>
<td>Second Status Desc</td>
<td>The description of the second offmarket status.</td>
</tr>
<tr>
<td>Remove from Hotel</td>
<td>Do you wish for the status to remove the room from the total hotel inventory?</td>
</tr>
<tr>
<td>Remove from Availability</td>
<td>Do you wish for the status to remove the room from hotel availability?</td>
</tr>
<tr>
<td>Can be sold</td>
<td>Can the room be sold? Maestro will allow clerks to assign the room to a guest.</td>
</tr>
<tr>
<td>Display Char</td>
<td>The display character on the room number space charts</td>
</tr>
<tr>
<td>Include Offmarket</td>
<td>This is the default setting for the main offmarket setting. “Y” indicates that the room is included in the hotel inventory.</td>
</tr>
</tbody>
</table>
Housekeeping Options Settings

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

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use Services</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Service for Vacant/Dirty Room</strong></td>
<td>The default service for dirty rooms, whether being rolled over from the previous day or coming back on market from being offmarket.</td>
</tr>
<tr>
<td><strong>Default Service Plan for Occupied Rooms</strong></td>
<td>Default service plan for occupied rooms</td>
</tr>
<tr>
<td><strong>Default Service Plan for Vacant Rooms</strong></td>
<td>Default service plan for vacant rooms</td>
</tr>
<tr>
<td><strong>Is There a Charge for Housekeeping?</strong></td>
<td>If there are charges associated to housekeeping service, this flag must be set to ‘Y’.</td>
</tr>
<tr>
<td><strong>Post Charges with Room</strong></td>
<td>Determines whether the Housekeeping charges are posted during night audit.</td>
</tr>
<tr>
<td><strong>Post On Early Check Out</strong></td>
<td>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</td>
</tr>
<tr>
<td><strong>Skip Assignment If Zero Credits</strong></td>
<td>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</td>
</tr>
<tr>
<td><strong>Assign Service Prior to Arrival</strong></td>
<td>Reservations that have been assigned a room number can have a housekeeping service assigned prior to their arrival</td>
</tr>
<tr>
<td><strong>Allow Multiple Services Per Shift</strong></td>
<td>Maestro has the ability to assign two services in the</td>
</tr>
</tbody>
</table>
Permanent Account for House Charges
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.

<table>
<thead>
<tr>
<th>If Room Is</th>
<th>And Housekeeping Status Is</th>
<th>Then Service Required Is</th>
</tr>
</thead>
<tbody>
<tr>
<td>VACANT</td>
<td>DROP</td>
<td>NOSERVICE</td>
</tr>
<tr>
<td>VACANT</td>
<td>OOO</td>
<td>NOSERVICE</td>
</tr>
<tr>
<td>VACANT</td>
<td>SH</td>
<td>NOSERVICE</td>
</tr>
</tbody>
</table>

This field will default to VACANT.
An F8 Lookup can be performed to select the appropriate housekeeping status.

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

- **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.
### 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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bldg</td>
<td>Building code</td>
</tr>
<tr>
<td>Room</td>
<td>Room number</td>
</tr>
<tr>
<td>Type</td>
<td>Room type</td>
</tr>
<tr>
<td>Status</td>
<td>The current Maestro occupancy status of the room, derived from the Reservation Status.</td>
</tr>
<tr>
<td>Updated Date / Time</td>
<td>Most recent date and time that the room status was updated: by the Night Audit or as reported by housekeeping</td>
</tr>
<tr>
<td>Clerk</td>
<td>User who last changed the room status</td>
</tr>
<tr>
<td>Txt:</td>
<td>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.</td>
</tr>
</tbody>
</table>

### Display Filters
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.

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

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
If using number of rooms, the credits required to clean each room could be set in units: 1 for a standard room, as described in **Housekeeping Service Levels**

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**
Complete the Housekeeping Assignment screen:

1. Select or key the shift (AM/PM)
2. Maestro fills in the fields on the right based on the property’s Housekeeping Configuration
   - Assign = Y. Maestro can assign rooms based on the service
   - Service provided (based on each room’s occupancy and the property’s default settings)
   - Total number of rooms to be cleaned
   - Total number of Credits, based on the Housekeeping Service Level
3. Key the total number of Credits per Station
4. Tell Maestro whether or not to Combine Stations
5. Tell Maestro whether or not to Print Guest Name
6. Select Assign Rooms

Maestro displays the Summary of Assignments for all Housekeepers including the:

- Number of Credits each attendant has
- Number of Rooms assigned to a Housekeeper
- Building, Wing and Station where the rooms are located

To print the Assignment Sheet for a Housekeeper, in this example for 21-1:

1. Select the Housekeeper (Attendant)
2. Window | Print Assignment Sheet

To view the results:

1. Window | Summary by Attendant

Maestro displays the summary of Credits, Rooms, Building, and the Station where the rooms are located

2. To view the rooms assigned to Housekeepers 1 and 2
3. Select a Housekeeper
4. Select Window | Unassigned Rooms for each

Assigning Unassigned Rooms

Rooms listed in ZZ LEFT are unassigned rooms. Unassigned rooms are rooms left after the Housekeeping Assignment reaches the maximum credits allowed for each housekeeper.

To assign the unassigned rooms, key the Housekeeper’s number on the far right field on the Room Assignments screen.
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 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
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

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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Date</td>
<td>Displays a room or a list of rooms that are or will be Offmarket on that date. Defaults to current date</td>
</tr>
<tr>
<td>Building</td>
<td>Lists all Offmarket rooms filtered by selected buildings. Leave the field blank to view all buildings</td>
</tr>
<tr>
<td>Room</td>
<td>Displays the room number</td>
</tr>
<tr>
<td>StatusDesc</td>
<td>Status Description. An F8 Lookup can be performed to filter the rooms to display by status code.</td>
</tr>
<tr>
<td>Bld</td>
<td>Displays the building code</td>
</tr>
<tr>
<td>Room</td>
<td>Displays the room number</td>
</tr>
<tr>
<td>Start</td>
<td>Date room was or will be placed Offmarket. Defaults to the current date and the user overtypes a new date.</td>
</tr>
<tr>
<td>EndDate</td>
<td>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.</td>
</tr>
<tr>
<td>StatusDesc</td>
<td>Status Description. An F8 Lookup can be performed to select the desired offmarket status for the room.</td>
</tr>
<tr>
<td>Keyed Date/Time</td>
<td>Date the user entered the update into Maestro</td>
</tr>
<tr>
<td>Clerk</td>
<td>User who made the change</td>
</tr>
<tr>
<td>Text</td>
<td>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.</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Room Availability</th>
<th>Programmed during setup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Status</td>
<td>Housekeeping status</td>
</tr>
<tr>
<td>Only If Needing Service</td>
<td>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.</td>
</tr>
<tr>
<td>Building</td>
<td>Room location by building</td>
</tr>
<tr>
<td>Room Type</td>
<td>Room type</td>
</tr>
<tr>
<td>Starting From Room Number</td>
<td>Start printing the report at this room number. Defaults to first number in the building</td>
</tr>
</tbody>
</table>
Number Of Rooms To Print

<table>
<thead>
<tr>
<th>Include Guest Name</th>
<th>Total number of rooms to print</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y = Report includes name of guest in the room</td>
<td>N = Guest names are not printed</td>
</tr>
</tbody>
</table>

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

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
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

<table>
<thead>
<tr>
<th>Building</th>
<th>From Date</th>
<th>To Date</th>
<th>Sort by</th>
<th>Offmarket Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENW</td>
<td>12/16/2011</td>
<td>12/16/2011</td>
<td>B=D</td>
<td>Total number of rooms that have been Offmarket in this period</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Total number of nights that rooms have been Offmarket in this period</td>
</tr>
</tbody>
</table>

Discrepancies

<table>
<thead>
<tr>
<th>Bldg</th>
<th>Room</th>
<th>Type</th>
<th>Front Desk</th>
<th>Housekeeping</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENW</td>
<td>1111</td>
<td>DD</td>
<td>VACANT</td>
<td>OCCUPIED</td>
<td>OD</td>
</tr>
<tr>
<td>ENW</td>
<td>1112</td>
<td>DD</td>
<td>VACANT</td>
<td>OCCUPIED</td>
<td>OD</td>
</tr>
<tr>
<td>ENW</td>
<td>1502</td>
<td>DD</td>
<td>VACANT</td>
<td>OCCUPIED</td>
<td>OD</td>
</tr>
<tr>
<td>ENW</td>
<td>1508</td>
<td>DD</td>
<td>VACANT</td>
<td>OCCUPIED</td>
<td>OD</td>
</tr>
<tr>
<td>ENW</td>
<td>1514</td>
<td>DD</td>
<td>VACANT</td>
<td>OCCUPIED</td>
<td>OD</td>
</tr>
<tr>
<td>ENW</td>
<td>1608</td>
<td>DD</td>
<td>VACANT</td>
<td>OCCUPIED</td>
<td>OD</td>
</tr>
</tbody>
</table>

Total Discrepancies For Report: 6
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

<table>
<thead>
<tr>
<th>Data</th>
<th>Arriving Rooms</th>
<th>Arriving Guests</th>
<th>Staying Over Rooms</th>
<th>Staying Over Guests</th>
<th>Departing Rooms</th>
<th>Departing Guests</th>
<th>Sold Tonight Rooms</th>
<th>Sold Tonight Guests</th>
<th>Ocp %</th>
<th>Unreal</th>
<th>AM</th>
<th>Credits Only For</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/17/2013</td>
<td>2</td>
<td>2</td>
<td>26</td>
<td>79</td>
<td>2</td>
<td>4</td>
<td>42</td>
<td>110</td>
<td>7.9</td>
<td>398</td>
<td>679</td>
<td>299</td>
</tr>
<tr>
<td>10/18/2013</td>
<td>2</td>
<td>2</td>
<td>27</td>
<td>69</td>
<td>3</td>
<td>3</td>
<td>27</td>
<td>69</td>
<td>4.0</td>
<td>576</td>
<td>495</td>
<td>223</td>
</tr>
<tr>
<td>10/19/2013</td>
<td>18</td>
<td>18</td>
<td>20</td>
<td>67</td>
<td>2</td>
<td>2</td>
<td>33</td>
<td>63</td>
<td>3.0</td>
<td>304</td>
<td>430</td>
<td>223</td>
</tr>
<tr>
<td>10/21/2013</td>
<td>24</td>
<td>76</td>
<td>7</td>
<td>46</td>
<td>15</td>
<td>15</td>
<td>26</td>
<td>70</td>
<td>4.0</td>
<td>572</td>
<td>492</td>
<td>223</td>
</tr>
<tr>
<td>10/22/2013</td>
<td>24</td>
<td>76</td>
<td>7</td>
<td>46</td>
<td>15</td>
<td>15</td>
<td>26</td>
<td>70</td>
<td>4.0</td>
<td>572</td>
<td>492</td>
<td>223</td>
</tr>
<tr>
<td>10/23/2013</td>
<td>24</td>
<td>76</td>
<td>7</td>
<td>46</td>
<td>15</td>
<td>15</td>
<td>26</td>
<td>70</td>
<td>4.0</td>
<td>572</td>
<td>492</td>
<td>223</td>
</tr>
<tr>
<td>10/24/2013</td>
<td>14</td>
<td>52</td>
<td>10</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>18</td>
<td>32</td>
<td>3.0</td>
<td>304</td>
<td>342</td>
<td>73</td>
</tr>
<tr>
<td>10/25/2013</td>
<td>9</td>
<td>22</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>9</td>
<td>25</td>
<td>1.0</td>
<td>199</td>
<td>202</td>
<td>10</td>
</tr>
<tr>
<td>10/26/2013</td>
<td>8</td>
<td>22</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>8</td>
<td>25</td>
<td>1.0</td>
<td>199</td>
<td>202</td>
<td>10</td>
</tr>
<tr>
<td>10/27/2013</td>
<td>8</td>
<td>22</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>8</td>
<td>25</td>
<td>1.0</td>
<td>199</td>
<td>202</td>
<td>10</td>
</tr>
<tr>
<td>10/28/2013</td>
<td>8</td>
<td>22</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>8</td>
<td>25</td>
<td>1.0</td>
<td>199</td>
<td>202</td>
<td>10</td>
</tr>
<tr>
<td>10/29/2013</td>
<td>1</td>
<td>3</td>
<td>10</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>9</td>
<td>25</td>
<td>1.0</td>
<td>199</td>
<td>202</td>
<td>10</td>
</tr>
</tbody>
</table>

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