

FRONT OFFICE POLICIES & PROCEDURES & STANDARDS

Subject	HANDLING GUEST REQUEST	Department	Front Office / Housekeeping
Applies To	Hotel	Procedures No.	FD/006
Prepared By	Sherif Noaman CRDE.CGT	Effective Date	01/12/2000
Signature		Type Of Policy	Local
		Approved By	General Manager
		Signature	

Purpose of the policy :

To set up a proper system on following up guest requests and assuring the proper delivery of services in order to meet Guest satisfaction.

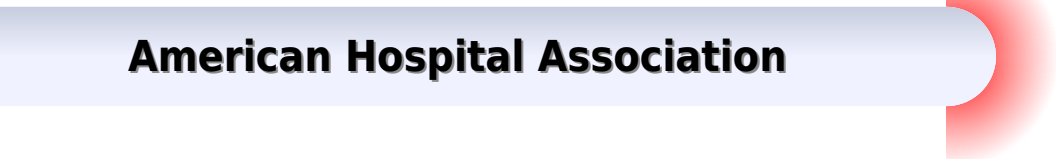
Policy:

- Both Front Office & Housekeeping departments will keep a guest request logbook to record all guest request by time of receiving the request.
- As soon as the GSA or H.K Order taker will receive a guest request, it must be recorded in the logbook immediately with the time of receiving the request and the guestroom number, as well as type of request.
- The GSA To Complete the Housekeeping/Maintenance request form, and to be delivered to the Department Concerned Immediately.
- All the logbook items should be filled in details as soon as the request is received.
- The GSA / HK Order taker should inform and follow up on the completion of the request by contacting the department concerned to fulfill the request and log the time and the name of the person who received and complete the request.
- A follow up telephone call to the guest should be made after the completion of the request to be sure that the guest is satisfied.
- If the request will take time to be completed, guest should be informed and to be given the estimated time to complete it.
- If the guest request will take more than a reasonable time to be completed, it should be reported to the direct supervisor who should contact the guest personally and offer alternative solution.
- In both F.O & H.K, guest request logbook should be part of the shift hand-over procedures.

N.B attached a sample of the log, which should be printed on A-4 size book.

Issa Hospital Housekeeping Training Manual

American Hospital Association



Issa Hospital Housekeeping Training Manual:

Handbook of Healthcare Delivery Systems Yuehwern Yih, 2016-04-19 With rapidly rising healthcare costs directly impacting the economy and quality of life resolving improvement challenges in areas such as safety effectiveness patient centeredness timeliness efficiency and equity has become paramount Using a system engineering perspective Handbook of Healthcare Delivery Systems offers theoretical foundation

Executive Housekeeping Today, 2004 **Safety and Health at Work**, 2002 **Hospital Housekeeping Training Manual** Duane A. Machtig, Dumac Studios, Inc, 1990

Encyclopedia of American Associations, 1976 The Official ISSA EZ Trainer Custodial Training Program John Walker, 2001-10-01 Full color training manual designed to help train cleaning professionals Details correct cleaning methods as well as the proper usage of custodial equipment Presented in an easy to read format for busy maintenance personnel

Manual of Hospital Housekeeping American Hospital Association. Council on Administrative Practice, 1952

Manual of Hospital Housekeeping American Hospital Association. Committee on Housekeeping in Hospitals, 1952

Hospital Housekeeping, Instructor's Guide Ohio. State Board of Vocational Education. Division of Trades and Industries, Ohio Hospital Association, 1959 *Housekeeping Manual for Health Care Facilities* American Hospital Association, 1966 **Saint Elizabeths Hospital Housekeeping Training Course** Saint Elizabeths Hospital (Washington, D.C.), 1968 **Training the Housekeeping Aid. [Instructor's Guide]**. Hospital Research and Educational Trust, 1967

Health Care Environmental Services/housekeeping Pamela L. Blyth, American Society for Healthcare Environmental Services, American Hospital Association, 1996 Training Manual for Health Care Central Service Technicians ASHCSP (American Society for Healthcare Central Services Professionals), 2006-02-17 The Training Manual is the premier reference and review publication for individuals preparing for examinations given by The Certification Board for Sterile Processing and Distribution It is a concise applicable tool that can be used for orientation training and instructional programs in health care facilities and in institutions for learning The Fifth Edition of the manual is the largest and most comprehensive to date

Hospital Housekeeping Handbook American Hospital Association, 1979 *North Shore Hospital, Manhasset, New York, Housekeeping Services Department Manual of Operation* North Shore Hospital (Manhasset, N.Y.). Housekeeping Services Department, 1958* *A Text Book of Hospital Housekeeping* Chandrababu k Pillai, Arun C. Pillai, 2021-01-23 A complete solution for hospital housekeeping procedures and protocols It s first time in India *Hospital Housekeeping* Charlotte Albina Aikens, 1906 **Manual of Operation** Manhasset, N.Y. North Shore Hospital. Housekeeping Service Department, 1958 *Housekeeping Manual for Health Care Facilities* American Hospital Association Staff, 1966-01-01

Unveiling the Magic of Words: A Review of "**Issa Hospital Housekeeping Training Manual**"

In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**Issa Hospital Housekeeping Training Manual**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve to the book is central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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