

Managing housekeeping: THE KEY AREAS

BY MURRAY MCDONALD, DIRECTOR OF DUPLEX CLEANING
MACHINES PTY LTD



Close to 12.8 million international tourists are estimated to visit Australia within three years according to study. Then as much as the rising number of tourism, accommodations are accumulating up to 33,000 rooms expected to be added within the same time span. How can hotels get ahead of the game in managing the most vital part of the business – that is housekeeping.

Hotels and accommodations can be quite a challenging field to fight against germs and bacteria. The ‘hygiene crisis’ in one of Melbourne’s five-star hotels back in 2010 perhaps reminded us of how the lack of hygiene can backfire accommodation facilities. Take into account the lack of time given to clean each room during busy times that became one of the main roots of the problem.

THE WORST PAIN POINTS

Due to time restrictions, housekeepers typically focus on the common areas like bed, bathrooms, tabletops, and shelves. But other essential points like carpets, telephones, remote controls, cleaning items, or switchboards are also critical and apparently considered to have higher levels of bacteria – along with the rest of the 81% of hotel room surfaces that often left out of the cleaning checklist. Housekeeping, when done manually, is always subject to time and human error as well as a waste of resources. If transforming housekeeping system is already in your bucket list, now to start it off, the key is to focus on the two most critical areas: managing time, and managing waste.

THE TIME MANAGEMENT TRANSFORMATION

Time management is always crucial, and I have mentioned in the previous article that automation could definitely be solution to this matter. To validate the real value of automation technology, we conducted a first of its kind trial with one of Melbourne’s renowned accommodation facilities. What we came to realise was not only automation enable hotels to trim down their

operating costs, but also to have a better, well-organised system.

Executives housekeepers have been trialling and deploying a fleet of collaboration cleaning robots over many months during an extensive hotel innovation trial. Everyday the robots save variable hours by cleaning in quite times night shift and saving labour resources. Overnight each of the floor cleaning robots run and clean the large complex areas, cleaning under tables and chairs that was once part of the OHS issue, replacing human running across conference rooms and corridors. This has allowed cleaners to focus more on complex multi surfaces cleaning environment in the bathroom area.

One of the most remarkable feedback we had from the trial was when the robot was being called “housekeepers’ little helpers” for saving them time and complains. Hence the trial brought us to a positive conclusion: the more we automate, the more possibilities we can improve in our housekeeping system.

Automation is no longer a stranger. With the presence of integrated system, outsourcing robots can be ideal solution to ensure a secure, long term automation system. This new generation of cleaning automation device is armed with remote monitoring and connected technology that makes outsourcing possible. Not only that, the management can also monitor cleaning progress in real time or view robots’ routes log from any devices. This takes cleaning task management to a new level – never before could you validate cleaning, what’s been done and/or missed. Maps of rooms and buildings can



be updated in real-time, displaying detailed day-to-day planning of cleaning activities, ensuring the job is done and performance is measurable.

THE RUBBISH REMOVAL

It is crucial to focus on managing our waste. Living amidst the earthy crisis – switching our mindset to be environmentally friendly is really a compulsory way to go. Consider this a critical mission, not only towards cleaner and greener environment and providing guests with different experiences, but also another way to trim your expenditures. Imagine how many billion gallons of water a year to spend in one accommodation with, at the very least, 100 hotel rooms. Shifting focus to environmentally friendly will cut the gallons down to 100 a year. Possible?

We can't go green without encouraging guests with our effort. Let them reuse their towels, sheets, and bedding so housekeeping can cut back on how many times they need to use the washing machines and electric dryers everyday. That already saves you water and energy.

Going green also means conserving water and energy. Selecting equipment with high water efficiency and energy ratings is necessary. This does not only apply

to appliances like dishwasher and washing machine. Some cleaning equipment that are available in the market already enable us to save water while doing efficient cleaning procedures across premises – thanks to technology.

Using steam powered equipment for example, cleaning bathrooms, common areas, difficult surfaces, and other large rooms made possible with only 1mL of water instead of 4 gallons of water in the usual bucket. As opposed to the older mop-and-bucket method, steam powered machineries have the small tank attached to it that allows you to refill only just enough water to do the chores. Just like how it works in the locomotive cab, steam powered machine has a boiler with thin metal tubes to carry the heat and produce steam under high pressure. ■

ABOUT THE AUTHOR

Murray McDonald has over 20 years' experience in equipment for cleaning processes within hospitality and accommodation sectors. He is also a Director of Duplex Cleaning Machines Australia, an exclusive distributor of Italian Brand Duplex and Tecnovap cleaning machines in the Asia Pacific region. The company has solved major cleaning issues and improved cleaning standards in many accommodation facilities. For more information, visit www.duplexcleaning.com.au.



1800 622 770

CHEMICAL-FREE, HYGIENE CLEANING



Duplex Floorscrubbers

- Use on all floor types
- Steam, scrub and dry in a single pass
- No drying downtime
- Cordless option now available



Carpets & Vinyl



Ceramic Tiles



Stain Removal



Jetvac Junior

- Produce +165°C dry steam
- Clean, deodorise and sanitise
- Combines steam and vacuum in one unit



Sofas & Upholstery



Curtains



Mattresses



Jetsteam Maxi

- Produce +165°C dry steam
- Clean, deodorise and sanitise
- Combines steam and vacuum in one unit



Toilets & Urinals



Walls



Wash Basins

1800 622 770

Book a Test Drive

www.duplexcleaning.com.au