

lost and found procedure in housekeeping department Full Version

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Effective management of lost and found items is crucial for maintaining guest satisfaction, ensuring safety, and streamlining housekeeping operations within a hospitality or facility management setting. A well-structured lost and found procedure in the housekeeping department helps staff handle misplaced items efficiently, reduces confusion, and enhances the overall experience for both guests and employees. This comprehensive guide provides an in-depth overview of establishing and executing an organized lost and found process in the housekeeping department.

Understanding the Importance of a Lost and Found Procedure

Enhances Guest Satisfaction

A clear and responsive lost and found process reassures guests that their belongings are valued and will be returned promptly if misplaced. It fosters trust and positive reviews, encouraging repeat business.

Ensures Safety and Security

Proper documentation and handling prevent theft, loss, or misuse of guest and staff belongings. It also helps in tracking patterns of lost items, which can indicate security concerns.

Streamlines Housekeeping Operations

Standardized procedures reduce confusion among staff, promote accountability, and facilitate quick retrieval and return of items.

Establishing a Lost and Found Policy

Develop Clear Guidelines

A comprehensive policy should define:

- Types of items accepted (personal belongings, valuables, clothing, etc.)

- Responsibility of staff in handling items
- Time frames for storing and returning items
- Procedures for identifying, documenting, and storing items
- Communication channels for guests and staff

Staff Training

All housekeeping staff should be trained on:

- Recognizing and categorizing lost items
- Proper documentation procedures
- Handling sensitive or valuable items
- Guest interaction etiquette regarding lost items

Communication and Documentation

Implement standardized forms and logs to record details such as:

- Date and time of item collection
- Description of the item (brand, color, size)
- Location where the item was found
- Guest details (if known)
- Staff member responsible

Procedures for Handling Lost Items

Step 1: Identification and Collection

When an item is found:

- Staff should approach the item with care, avoiding unnecessary handling.
- Verify the item's status by checking for identifiable features or tags.
- If the item appears valuable or sensitive, handle with extra caution and note its condition.
- Do not open or tamper with valuables without proper authorization.

Step 2: Documentation

Immediately record details in the lost and found log:

- Item description (type, color, brand, unique features)
- Location and time of discovery
- Finder's name and contact information
- Any identifiable guest information

Step 3: Storage and Security

Store items in a designated lost and found area:

- Use secure, labeled storage containers or lockers
- Segregate valuable items (jewelry, electronics) in a secure safe or cabinet
- Maintain an inventory log for all stored items

Step 4: Notification and Guest Contact

If a guest's identity can be verified:

- Attempt to contact the guest promptly via phone, email, or front desk
- Inform them of the found item and arrange for retrieval
- Provide details about the item for confirmation

If the guest cannot be identified:

- Keep the item in storage for a specified period (e.g., 30-90 days)
- Document all efforts to locate the owner

Returning Lost Items

Guest Collection

Guests should present valid identification upon claiming items:

- Verify guest identity before releasing items
- Record the guest's details and item description upon return
- Obtain a signature confirming receipt

Delivery or Shipping

For guests unable to collect items in person:

- Arrange secure shipping with proper insurance
- Charge applicable fees if policies specify
- Provide tracking details to the guest

Unclaimed Items

Items unclaimed after the retention period should be handled according to policies:

- Donate to charity or dispose of items that have no monetary value
- Follow legal and organizational guidelines for disposal
- Maintain records of disposal actions for accountability

Additional Considerations for an Effective Lost and Found System

Use of Technology

Implement digital management systems:

- Dedicated lost and found software for logging and tracking
- Barcode or RFID tagging for high-value items
- Guest portals or mobile apps for reporting and claiming items

Security Measures

Ensure the safety of stored items:

- Secure storage areas with restricted access
- Surveillance cameras in storage zones
- Regular audits of lost and found inventory

Legal and Ethical Considerations

Adhere to applicable laws and ethical standards:

- Respect guest privacy and confidentiality
- Properly handle sensitive or valuable items
- Maintain transparency in procedures

Conclusion

A well-organized lost and found procedure in the housekeeping department is essential for operational efficiency, security, and guest satisfaction. By establishing clear policies, training staff, utilizing technology, and maintaining accurate records, organizations can ensure that lost items are managed effectively, reducing guest inconvenience and safeguarding assets. Regular review and improvement of the process will help adapt to changing needs and reinforce the organization's commitment to excellent service.

Implementing these best practices will foster trust, enhance safety, and uphold the reputation of your establishment, making the lost and found process a seamless part of overall housekeeping management.

Lost and Found Procedure in Housekeeping Department: A Comprehensive Guide

Effective management of lost and found items is a critical component of the housekeeping department in hotels, resorts, hospitals, and other hospitality establishments. It not only ensures guest satisfaction and safety but also maintains operational efficiency and enhances the establishment's reputation. A well-structured lost and found (L&F) procedure minimizes confusion, prevents theft, and demonstrates a high level of professionalism. This detailed guide explores every aspect of implementing and managing an efficient lost and found process within the housekeeping department.

Understanding the Importance of Lost and Found Procedures

A robust lost and found system plays a pivotal role in:

- Guest Satisfaction and Trust: Guests feel valued when their belongings are returned promptly and securely.
- Operational Efficiency: Streamlined procedures reduce staff confusion, save time, and prevent mishandling.
- Security and Safety: Proper documentation prevents theft and mishandling of valuable or sensitive items.
- Legal and Ethical Compliance: Ensures adherence to legal standards regarding personal property handling.

Key Components of a Lost and Found System

Implementing an effective lost and found process involves several core components:

- Clear Policies and Procedures
- Designated Responsible Personnel
- Standardized Documentation
- Secure Storage Facilities
- Effective Communication Channels
- Regular Audits and Updates

Each element plays a vital role in ensuring the system operates smoothly and reliably.

Step-by-Step Lost and Found Procedure

A comprehensive lost and found process can be broken down into distinct stages:

1. Item Discovery and Initial Handling

- Identification: Housekeeping staff should be trained to recognize and handle lost items appropriately.
- Immediate Action:
 - Secure the item to prevent theft or damage.
 - Avoid opening or inspecting the contents unnecessarily, especially for valuable or sensitive items.
 - Record the discovery details promptly.
- Documentation Includes:
 - Date and time of discovery.
 - Location where the item was found.
 - Description of the item (type, brand, color, unique features).
 - Name of the staff member who found it.

2. Entry into Lost and Found Log

- Use a standardized form or digital system to log each item.
- Assign a unique identification number or code.

- Photograph valuable or unique items when possible.
- Record the owner's details if identifiable (e.g., guest name, room number).

3. Secure Storage of Items

- Store items in a designated, secure, and organized Lost and Found storage room or cabinet.
- Separate items based on their nature:
 - Valuables (jewelry, electronics, cash)
 - Clothing and personal belongings
 - Miscellaneous items
- Implement access controls to prevent unauthorized handling.

4. Notification and Documentation of Valuable Items

- For high-value items:
 - Notify the management or security immediately.
 - Record details of the notification.
 - Consider contacting the guest directly if contact details are available.

5. Guest Notification and Claiming Process

- When a guest is identified or reports a lost item:
 - Verify ownership through identification or description.
 - Record the claim details, including date, time, and guest contact information.
 - Cross-check with the lost and found log to confirm authenticity.
- For unclaimed items:
 - Implement a holding period (e.g., 30, 60, or 90 days).
 - Send reminders or notifications if contact details are available.

6. Item Return or Disposal

- Return Process:
 - Verify guest identity before releasing items.
 - Obtain a signature or acknowledgment upon return.
 - Document the return transaction.

- Disposal Policy:
 - Items unclaimed after the holding period are to be disposed of, donated, or auctioned according to company policy and legal guidelines.
 - Maintain records of disposal actions for accountability.

Roles and Responsibilities in the Lost and Found Process

Assigning specific roles ensures accountability and efficiency:

- Housekeeping Staff:
 - Responsible for initial identification, handling, and storage.
 - Maintain accurate records.
- Front Desk/Reception Staff:
 - Handle guest inquiries related to lost items.
 - Verify guest identity.
- Security Department:
 - Assist with high-value item management.
 - Monitor storage areas.
- Management:
 - Establish policies.
 - Oversee compliance and conduct periodic audits.
- Lost and Found Coordinator:
 - Central point of contact.
 - Maintain the database or log.
 - Coordinate communication with guests.

Documentation and Record Keeping

Effective documentation is the backbone of a reliable lost and found system. Recommended practices include:

- Lost and Found Logbook or Digital Database:
 - Record each item with details: date, description, location, found by, item ID.
- Photographic Records:
 - For valuables or ambiguous items.
- Claim Forms:
 - Guest signature acknowledging receipt.
- Disposal Records:
 - Document items disposed of, donated, or auctioned.

Maintaining these records ensures transparency, accountability, and legal compliance.

Security Measures and Storage Best Practices

- Secure Storage Area:
 - Lockable cabinets or rooms.
 - Restricted access to authorized personnel.
- Inventory Management:
 - Regular audits of stored items.
 - Maintain an organized system with categorized sections.
- Handling Sensitive Items:
 - Follow legal protocols if items are suspected to contain illegal substances or items of legal concern.
 - Notify authorities if necessary.

Communication and Guest Engagement

Proactive communication enhances guest satisfaction:

- Notification Protocols:
 - Contact guests promptly when their items are found.
 - Use multiple channels: phone, email, or in-person.
- Claim Confirmation:
 - Require proof of ownership.
 - Provide clear instructions on claiming items.
- Follow-up:
 - Send reminders for unclaimed items nearing the disposal deadline.

Tips for Effective Communication:

- Be courteous and professional.
- Keep records of all correspondence.
- Respect guest privacy and confidentiality.

Legal and Ethical Considerations

- Data Privacy:

- Protect guest information during communication and record-keeping.
- Ownership Rights:
 - Understand local laws regarding unclaimed property.
 - Follow company policies regarding disposal.
- Valuable Items:
 - Handle cash and valuables with extra caution.
 - Report significant findings to management/security immediately.

Training and Staff Awareness

- Conduct regular training sessions on lost and found procedures.
- Educate staff on:
 - Proper handling and documentation.
 - Customer service best practices.
 - Security protocols.
- Use visual aids and manuals for reference.

Auditing and Continuous Improvement

- Regularly review the lost and found process:
- Conduct periodic audits to verify procedures are followed.
- Analyze data to identify trends or recurring issues.
- Adjust policies based on feedback and audit results.
- Encourage staff feedback to improve system efficiency.

Implementing Technology for Efficiency

Modern solutions can streamline the lost and found process:

- Digital Databases:
 - Use property management systems (PMS) with L&F modules.
 - Enable quick search and tracking.
- Photographing Items:
 - Attach images to records for better identification.
- Automated Notifications:
 - Send automated emails or SMS alerts to guests.
- QR Codes or RFID Tags:
 - Attach to valuable items for easy tracking.

Conclusion: Building a Culture of Responsibility and Care

A well-maintained lost and found system reflects an establishment's dedication to guest satisfaction, security, and operational excellence. By establishing clear procedures, training staff, leveraging technology, and maintaining transparency, the housekeeping department can effectively manage lost and found items, turning potentially negative experiences into opportunities for excellent service. Remember, the key lies in consistency, professionalism, and genuine care for guests and their belongings.

In summary, the lost and found procedure in the housekeeping department is a multi-faceted process that requires detailed planning, dedicated personnel, and ongoing management. When executed properly, it not only safeguards guest property but also reinforces the establishment's reputation as a trustworthy and guest-centric environment.

Question What is the standard procedure for reporting a lost item in the housekeeping department? **Answer** Guests or staff should immediately inform the housekeeping supervisor or front desk about the lost item, providing detailed descriptions. The item is then logged in the lost and found register, and efforts are made to locate it promptly. How should the housekeeping team handle and store recovered lost items? Recovered items should be carefully collected, labeled with details like description and date, and stored securely in the designated lost and found area to prevent theft or damage until claimed by the owner. What are the steps taken if a guest claims a lost item found by housekeeping? The guest must provide a detailed description or identification proof. The housekeeping staff verifies the claim, updates the records, and hands over the item, ensuring proper documentation for accountability. How long are lost items typically retained in the housekeeping department before disposal? Most establishments retain lost items for a specified period, usually ranging from 30 to 90 days. After this period, unclaimed items are either donated, disposed of, or handed over to local authorities, following hotel policy and legal regulations. Are there any legal or safety considerations in managing lost and found items in housekeeping? Yes, staff must handle personal data with confidentiality, ensure the security of valuable items, and comply with local laws regarding lost property. Sensitive items should be documented carefully, and proper procedures should be followed to prevent theft or misuse.

Related keywords: lost and found, housekeeping procedures, item recovery, property management, guest belongings, inventory control, reporting lost items, collection process, documentation, security protocols

job analysis for sample for housekeeping

Job analysis for sample for housekeeping is a fundamental process that helps organizations define the roles, responsibilities, and requirements of housekeeping staff effectively. Conducting a thorough job analysis ensures that the right candidates are hired, training programs are tailored accurately, and performance standards are clearly established. In this article, we will explore the importance of job analysis for housekeeping, outline the steps involved, provide a sample job analysis, and discuss how it benefits both employers and employees.

Understanding Job Analysis in Housekeeping

Job analysis is the systematic process of collecting, analyzing, and documenting information about a job. For housekeeping roles, this process identifies the specific duties, necessary skills, working conditions, and qualifications required to perform effectively.

Why is Job Analysis Important for Housekeeping?

- Clarifies Job Responsibilities: Ensures both employer and employee have a clear understanding of what the role entails.
- Assists in Recruitment: Helps in creating accurate job descriptions to attract suitable candidates.
- Supports Training and Development: Identifies skill gaps and training needs.
- Enhances Performance Management: Establishes benchmarks for evaluating employee performance.
- Ensures Legal Compliance: Provides documentation that can protect organizations from legal disputes related to employment practices.

Steps Involved in Conducting a Job Analysis for Housekeeping

Conducting an effective job analysis involves several systematic steps:

1. Collect Job Information

Gather data through various methods such as:

- Interviews with current housekeeping staff
- Observations of daily tasks
- Questionnaires and surveys
- Review of existing job descriptions

2. Identify Job Tasks and Responsibilities

Break down the duties into specific tasks. For housekeeping, these might include cleaning, laundry, inventory management, and guest interaction.

3. Determine Required Skills and Qualifications

Specify the skills needed, including physical stamina, attention to detail, communication skills, and knowledge of cleaning chemicals and equipment.

4. Analyze Working Conditions

Document the environment in which housekeeping staff operate, including working hours, safety hazards, and physical demands.

5. Develop a Job Description and Job Specification

Create a detailed document outlining:

- Job Title
- Summary of the role
- Key responsibilities
- Required qualifications and skills
- Working conditions

Sample Job Analysis for Housekeeping

Below is a comprehensive example of a job analysis for a housekeeping position, which can be tailored to specific organizational needs.

Job Title:

Housekeeping Attendant

Job Summary:

The Housekeeping Attendant is responsible for maintaining cleanliness and orderliness in guest rooms, public areas, and staff facilities to ensure a comfortable and sanitary environment for guests and staff.

Key Responsibilities:

- Clean and disinfect guest rooms, including beds, bathrooms, and common areas.
- Change linens, towels, and replenish amenities as needed.
- Vacuum, sweep, mop floors, and dust surfaces.
- Report maintenance issues and damages to management.
- Manage inventory of cleaning supplies and linens.
- Assist guests with requests and provide excellent customer service.
- Follow health and safety protocols, including proper handling of cleaning chemicals.
- Ensure security and confidentiality of guest information and belongings.

Required Skills and Qualifications:

- High school diploma or equivalent.
- Previous housekeeping experience preferred.
- Strong attention to detail and organizational skills.
- Physical stamina and ability to perform manual tasks.
- Knowledge of cleaning chemicals and safety procedures.
- Good communication and interpersonal skills.
- Ability to work independently and as part of a team.

Working Conditions:

- Work environment includes guest rooms, corridors, laundry areas, and storage closets.
- Shift work, including mornings, evenings, weekends, and holidays.
- Exposure to cleaning chemicals and potential allergens.
- Physical demands include standing for long periods, bending, lifting, and walking.

Benefits of a Well-Conducted Job Analysis for Housekeeping

Implementing a comprehensive job analysis brings numerous advantages:

1. Better Recruitment and Selection

Clear job descriptions attract suitable candidates, reducing turnover and improving service quality.

2. Targeted Training Programs

Identifies specific skills gaps, enabling tailored training sessions to enhance staff performance.

3. Improved Employee Performance

Establishes clear expectations and performance standards, leading to higher accountability.

4. Legal and Compliance Benefits

Provides documentation that can defend employment decisions and ensure adherence to labor laws.

5. Enhanced Job Satisfaction

When roles are clearly defined and employees understand their responsibilities, job satisfaction tends to increase.

Best Practices for Conducting Job Analysis in Housekeeping

To maximize the effectiveness of job analysis, consider the following practices:

- Involve current housekeeping staff and supervisors in the process.
- Use multiple data collection methods to ensure accuracy.
- Regularly update job descriptions to reflect changing responsibilities or industry standards.
- Align job analysis with organizational goals and service standards.
- Maintain clear documentation for future reference and compliance.

Conclusion

Job analysis for sample for housekeeping is a crucial step in defining roles, aligning expectations, and improving overall operational efficiency. By systematically identifying the duties, skills, and working conditions associated with housekeeping positions, organizations can streamline recruitment, enhance training, and foster a productive work environment. Whether managing a hotel, hospital, or corporate facility, investing time and resources in thorough job analysis ultimately leads to better service delivery and increased customer satisfaction.

Remember: A well-crafted job analysis is the foundation of effective human resource management in housekeeping, and it should be revisited periodically to adapt to evolving industry standards and organizational needs.

Job Analysis for Sample for Housekeeping: A Comprehensive Review

In the dynamic landscape of hospitality, healthcare, and facility management, effective housekeeping operations are pivotal to ensuring safety, hygiene, and customer satisfaction. Central to optimizing these operations is conducting a detailed job analysis for sample for housekeeping, a

fundamental process that systematically examines the roles, responsibilities, skills, and requirements associated with housekeeping positions. This article delves into the significance, methodology, and application of job analysis tailored specifically for housekeeping roles, providing a thorough understanding suitable for industry professionals, HR practitioners, and researchers.

Understanding Job Analysis in Housekeeping

What Is Job Analysis?

Job analysis is a systematic process of collecting, analyzing, and documenting information about the duties, responsibilities, necessary skills, outcomes, and work environment of a specific job. It serves as the foundation for numerous HR functions, including recruitment, training, performance appraisal, and compliance with labor laws.

In the context of housekeeping, job analysis helps organizations define clear expectations, identify essential competencies, and establish standardized procedures to ensure consistent service quality.

The Importance of Job Analysis for Housekeeping

Conducting a thorough job analysis for housekeeping roles offers several benefits:

- Clear Job Descriptions: Facilitates accurate recruitment by delineating exact responsibilities and qualifications.
- Enhanced Training Programs: Identifies skill gaps and training needs.
- Performance Measurement: Establishes benchmarks and standards for evaluating staff.
- Legal Compliance: Ensures adherence to employment laws and safety regulations.
- Operational Efficiency: Optimizes task allocation and workflow management.

Methodology of Conducting Job Analysis for Housekeeping

Effective job analysis combines multiple methods to gather comprehensive data. The typical process involves the following steps:

1. Preparatory Phase

- Define the purpose of the analysis.
- Secure management support.
- Develop a plan outlining methods, tools, and timelines.

2. Data Collection Methods

Various techniques are employed to gather detailed job information:

a. Interviews

- Conduct structured or semi-structured interviews with housekeeping staff and supervisors.
- Questions focus on daily tasks, challenges, skills required, and work environment.

b. Questionnaires and Surveys

- Distribute standardized forms to collect quantitative and qualitative data.
- Useful for large teams to gather broad insights.

c. Observation

- Directly observe housekeeping activities to understand workflow, task sequence, and physical demands.
- Record time taken for various tasks.

d. Work Diaries or Logs

- Ask employees to document their activities over a specified period.
- Provides real-time insights into daily routines and task variability.

e. Job Participation

- In some cases, job analysts may perform tasks alongside staff to gain firsthand experience.

3. Data Analysis and Documentation

- Compile data from various sources.
- Identify core responsibilities, secondary tasks, and task frequency.
- Determine the skills, knowledge, and abilities (KSAs) necessary.
- Document the physical and environmental conditions.

4. Developing the Job Description and Specification

Based on the analysis, prepare:

- Job Description: A summary of duties, responsibilities, and scope.
- Job Specification: The qualifications, skills, experience, and personal attributes required.

Sample Job Analysis for Housekeeping Positions

To illustrate, a sample job analysis for a Housekeeping Attendant might include:

Job Title: Housekeeping Attendant

Department: Housekeeping / Facilities Management

Reporting To: Housekeeping Supervisor

Main Responsibilities:

- Clean and maintain guest rooms and public areas.
- Change linens, make beds, and replenish supplies.
- Report maintenance issues.
- Ensure adherence to health and safety standards.
- Maintain cleanliness in storage and equipment areas.

Key Tasks and Duties:

- Sweeping, mopping, vacuuming floors.
- Dusting surfaces and fixtures.
- Restocking amenities (towels, toiletries).
- Collecting and disposing of trash.
- Reporting damages or safety hazards.

Skills and Qualifications:

- Basic knowledge of cleaning chemicals and procedures.
- Physical stamina and mobility.

- Attention to detail.
- Good communication skills.
- Ability to work independently and as part of a team.

Work Environment:

- Exposure to cleaning agents and varying temperatures.
- Physical demands include lifting, bending, and prolonged standing.
- Variable work hours, including weekends and holidays.

Application of Job Analysis in Housekeeping Operations

Once a comprehensive job analysis is completed, its findings can be strategically applied across various HR and operational functions:

1. Recruitment and Selection

- Use detailed job descriptions to craft precise job postings.
- Develop interview questions aligned with identified KSAs.
- Screen candidates effectively based on required competencies.

2. Training and Development

- Design targeted training modules addressing skill gaps.
- Establish standard operating procedures (SOPs) based on task analysis.
- Implement ongoing skill assessments.

3. Performance Appraisal

- Set measurable performance standards linked to job responsibilities.
- Use job analysis data to evaluate employee performance objectively.

4. Safety and Compliance

- Identify physical and environmental hazards.
- Develop safety protocols and training based on identified risks.

5. Workflow Optimization

- Analyze task sequences for efficiency.
- Allocate resources and staffing based on workload analysis.

Challenges and Considerations in Housekeeping Job Analysis

Despite its benefits, conducting a job analysis for housekeeping roles presents challenges:

- Task Variability: Housekeeping tasks can vary significantly depending on the facility type (hotel, hospital, office).
- Employee Turnover: High turnover rates can impact the consistency of data collection.
- Physical Demands: The physically intensive nature of tasks requires careful consideration of ergonomics and safety.
- Diverse Work Environments: Variations in work environments necessitate adaptable analysis methods.

To counter these challenges, organizations should adopt a flexible, multi-method approach, regularly update job analyses, and involve frontline staff in the process.

Conclusion

A job analysis for sample for housekeeping is not merely an academic exercise but a strategic tool that enhances operational efficiency, employee performance, and service quality. By systematically identifying the core responsibilities, skills, and environmental factors associated with housekeeping roles, organizations can develop targeted recruitment strategies, effective training programs, and robust performance management systems. As the hospitality and healthcare industries continue to evolve, ongoing job analysis remains critical to maintaining high standards and adapting to changing demands.

In sum, investing in comprehensive job analysis processes empowers organizations to build a competent, motivated, and compliant housekeeping workforce, ultimately contributing to organizational success and customer satisfaction.

QuestionAnswer What is the primary purpose of conducting a job analysis for housekeeping staff? The primary purpose is to identify the specific duties, responsibilities, skills, and qualifications required for housekeeping roles, which helps in recruitment, training, and performance evaluation. What key elements should be included in a job analysis sample for housekeeping positions? Key elements include job duties and responsibilities, required skills and qualifications, work environment

details, physical and mental requirements, and reporting relationships. How can a detailed job analysis benefit housekeeping management? It enables management to set clear performance standards, streamline hiring processes, tailor training programs, and improve overall efficiency and service quality. What methods are commonly used to conduct a job analysis for housekeeping roles? Common methods include interviews with current staff, questionnaires, direct observation, and reviewing existing job descriptions. How often should a housekeeping job analysis be reviewed and updated? It should be reviewed annually or whenever there are significant changes in job responsibilities, technology, or organizational policies to ensure accuracy and relevance. What skills are typically highlighted in a housekeeper job analysis? Skills often highlighted include attention to detail, physical stamina, time management, cleanliness standards, communication skills, and ability to follow safety protocols.

Related keywords: housekeeping job description, housekeeping duties, job responsibilities, task analysis, cleaning staff roles, housekeeping skills, job specification, work schedule, performance criteria, housekeeping training

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