

## **Cathy Cheatham**

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20+ years of Lodging Operations experience nationally and internationally for Westin Hotels & Resorts, Omni Hotels & Resorts, 1859 Historic Hotels, and Landry's Hotel Division. Implementation and Training of POS / PMS applications domestically and in the Caribbean. Served as Board Member (2001-2011) and Past President of the Destination League City Convention and Visitors Corporation; Served as Board Member (2001-2012) and Past President of the Hilton College Alumni Association and Distinguished Alumnus in 2006. Received Undergrad degree in 1989, and Masters in Hospitality Management in May 2016 from University of Houston's Conrad N. Hilton College of Hotel & Restaurant Management. Since Fall 2013, Cathy has taught Rooms & Housekeeping Management, Hotel Operations and Lodging Management in the UH HRM program. Faculty Advisor to the Hotel and Lodging Association of Greater Houston - UH Student Chapter (2015-present). Currently serves as Instructional Assistant Professor at the Hilton College and Director of Rooms at Hilton University of Houston.

# Housekeeping Handout

Efficiently managed Housekeeping Departments ensure:

1. Cleanliness
2. Maintenance
3. Aesthetic Appeal (What are Aesthetics)

Of Lodging Properties

What is Sustainability?

1. How can we do our part in Housekeeping?
2. Chemicals used in Cleaning

Human Resources in Housekeeping

1. Diversity
2. Turnover
3. Recruitment

Outsourcing Labor

- Pros
- Cons

## Security vs Safety

- Employee Theft vs Guest Theft ways to reduce both

## Guest Security

- Emergencies how to prepare for them

## The Laundry Department

- On Premise or Off Premise

## Linens

- Pars for Linens

## Linen Reuse Program

- Benefits

## Cleaning the Guest Room

- Staffing Levels
- Training / Biohazard Training
- Inspections
- Turn Down

## Routines outside of the Guest Room

- Public areas
- The importance of circuit cleaning
- Deep Cleaning & Special Projects, examples and importance of
- Working with Maintenance/Engineering Department
- Work Orders
- Inspections
- Purchasing
- Inventories
- Guest Supplies
- Personnel
- Linen
- Forecasting/Budgeting Personnel

## Bedding

- Sheets

## Floors and Wall Coverings

## Guest Bathrooms

- Tubs and Toilets

## Bed Bugs