

Manual

PMS-Housekeeping User Guide

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1. Overview

This PMS – Housekeeping User Guide provides hotel staff and system users with instructions to manage clean/dirty rooms. It includes assigning tasks by maid user, updating room statuses, making OO rooms, and handling various housekeeping tasks. The guide is designed for clarity, with a step-by-step structure and real system scenarios.

2. Dirty a room

Available under **Housekeeping Menu > Housekeeping > Clean**, this function allows staff to manage dirty rooms. Users can change the room status to "Dirty" to indicate that the room requires cleaning.

To perform the task:

1. Select a room
2. Press **Dirty This Room**
3. Press **Confirm** to confirm the status change of the room to "**Dirty**".
4. Press **Cancel** to cancel the action and close the pop-up.
5. The selected room will move to the **Dirty** tab, and the room status will change to "**Dirty**".



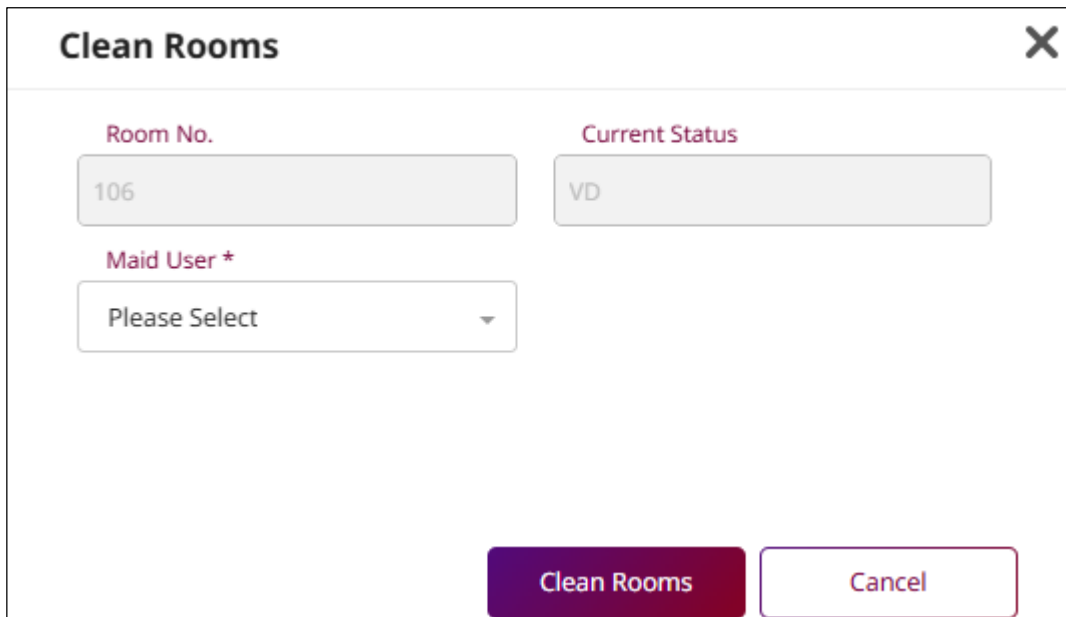
Note: Ensure that the room status is updated promptly to prevent any confusion during cleaning operations.

3. Clean a room

Available under: **Housekeeping Menu > Housekeeping > Dirty**, this function allows staff to manage clean rooms. Users can change the room status to "Clean" to indicate that the room is ready for the next guest.

To perform the task:

1. Select a room
2. Press **Clean This Room**.
3. Select the **maid user** to clean the room.
4. Press **Clean Rooms** to confirm the room is clean.
 Press **Cancel** to cancel the action and close the pop-up.
5. The selected room will move to the "**Clean**" tab, and the room status will change to "**Clean**".



Clean Rooms

Room No.

106

Current Status

VD

Maid User *

Please Select

Clean Rooms

Cancel

Note: Once the room is marked as "Clean," it is ready for guest occupancy. Ensure all cleaning tasks are completed before confirming the room status.

4. Inspect a room

Available under: **Housekeeping Menu > Housekeeping > Clean**, this function allows staff to inspect the cleanliness of the room after it has been cleaned, to ensure that the room is clean and ready for service.

To perform the task:

1. Select a room.
2. Press Inspect.
3. Select the Staff inspect the cleanliness of the room after it has been cleaned.
4. Enter the Remark.
5. Press **Confirm** to assign staff check the room.
 Press **Cancel** to cancel the action and close the pop-up.
6. The selected room will display to the "🔍 Inspect" icon.

Room Inspect
✕

Room No.

Staff

Please Select
▼

Remark

Confirm

Cancel

Note: Make sure that all necessary remarks are entered before confirming the inspection, and that the room meets cleanliness standards before marking it as ready.

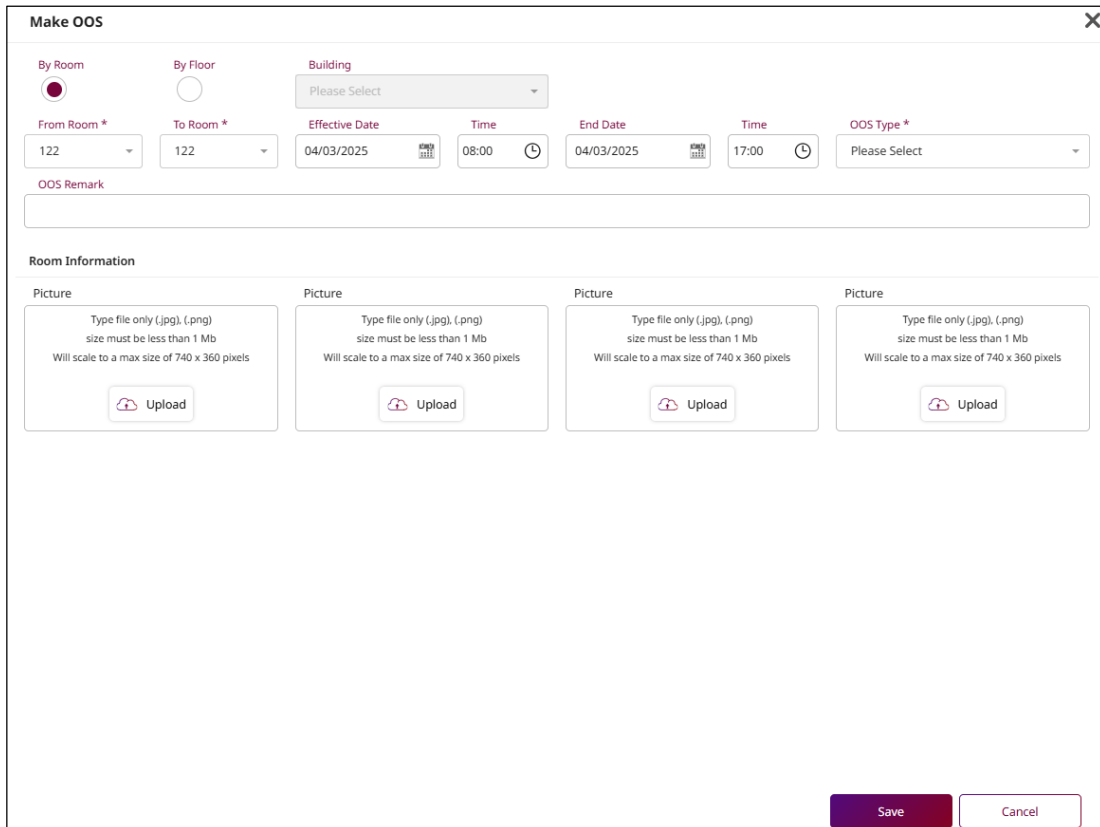
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5. Make OO room

Available under: **Housekeeping Menu > Housekeeping > Clean/Dirty**, this function allows staff to manage rooms that are out of service, out of inventory, and out of order, ensuring these rooms are marked appropriately and are not available for booking.

To perform the task:

1. Select a room
2. Press **Make OOS/Make OOI/Make OOO** (Out of Service, Out of Inventory, Out of Order).
3. Fill in the information.
4. Press **Confirm** to manage rooms.
Press **Cancel** to cancel the action and close the pop-up
5. The selected room will move to the "**All OO**" tab, and the room status will change to "**OOS/OOI/OOO**".



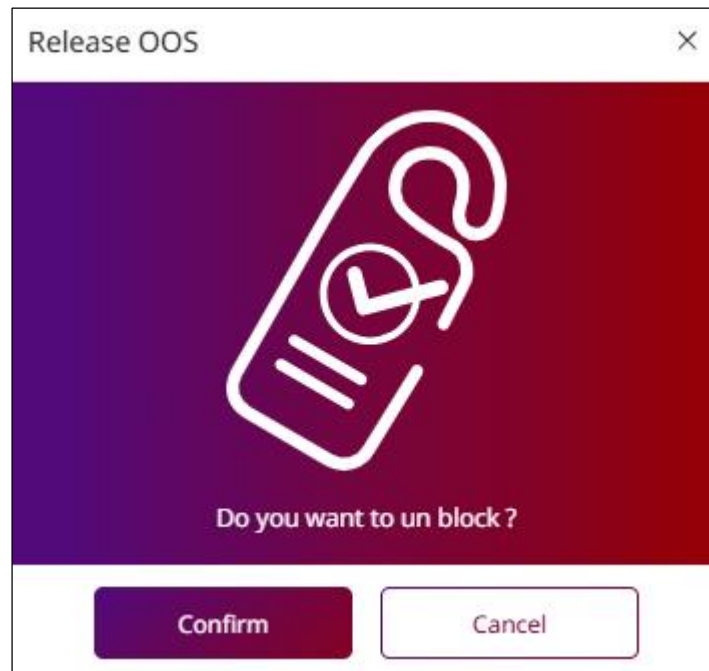
Note: Ensure all required information is filled in before confirming, as incorrect status changes can affect booking availability.

6. Release OO room

Available under: **Housekeeping Menu > Housekeeping > All OO**, this function allows staff to manage rooms that are out of service, out of inventory, and out of order, ensuring these rooms are marked appropriately and are not available for booking.

To perform the task:

1. Select a room
2. Press **Release OOS/ Release OOI/ Release OOO** (Out of Service, Out of Inventory, Out of Order).
3. Press **Confirm** to release rooms.
 Press **Cancel** to cancel the action and close the pop-up
4. The selected room will move to the "**Dirty**" tab, and the room status will change to "**Dirty**".



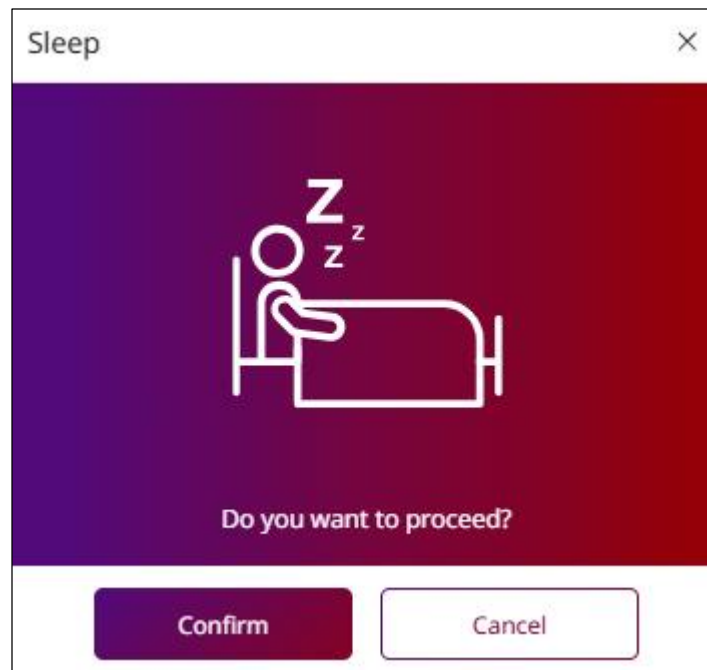
Note: Ensure that rooms are correctly released before marking them as "Dirty," especially if they have been out of service for a while.

7. Sleep a room

Available under: **Housekeeping Menu > Housekeeping**, this function allows staff to manage rooms and mark them as Room Not Ready, ensuring proper tracking of room statuses and preventing any discrepancies.

To perform the task:

1. Select a room
2. Press **Sleep**.
3. Press **Confirm** to room discrepancy.
 Press **Cancel** to cancel the action and close the pop-up
4. The selected room will move to the "**Room Discrepancy**" tab, and the room status will change to "**Dirty**".



Note: Ensure that the room status is accurately updated before confirming to avoid discrepancies in room assignments.