



## **Housekeeping**

This document will help you set up and use AutoClerk's Housekeeping functions. The initial set up is done in ACConfig. Those settings only need to be changed if, for example, your room types, cleaning minutes, and/or room use changes. Daily set up for the day's housekeepers is done through AutoClerk.

You can set up as many or as few Housekeeping/Room settings as you need or want to. They can always be changed.

This document is broken up into four (4) parts: 1) ACConfig setup; 2) AutoClerk setup; 3) daily setup; and 4) reports.

### **ACConfig Setup**

In order to setup and/or make changes to these settings, you must be logged into ACConfig as a Level 9 permission level user. (Permission levels are set in ACAdmin and are specific to each user. Please review separate documentation on ACAdmin for setting up users and permission levels.)

The ACConfig housekeeping setup only has to be done as needed. It does not have to be changed on a daily basis. If there are attributes/settings that do not apply to your property or your housekeeping department, do not complete them. For example, your property only has one building; so there is no need to complete the 'Define Building' section.

Once you have logged into ACConfig, all of the settings are in Defaults/Options. Once you have set up Buildings and Room Use, you can then assign the Buildings and set up the Housekeeping Defaults. It is assumed you have already set up your Room Types and Room Numbers.

### **Define Buildings**

If your property consists of multiple buildings, this is where you can define them. Once you have defined and saved the list, you can then assign rooms to buildings. For my example, I have an East and a West building.

### Building Information

Id Number	Item
1	EAST
2	WEST
3	
4	
5	

If you just have one (1) building, you can skip this step.

### Assign Buildings/Floors

This is where you assign your rooms to floors and/or buildings. There are buttons at the top which will allow you to quickly assign floors to rooms.

If you have defined buildings, they will be listed in the Building drop down.

Room	Building	Floor
100	EAST	1
101	EAST	1
102	EAST	1
103	EAST	1
104	EAST	1
105	EAST	1

You can use the buttons at the top to change any rooms with “0” as the floor to either the first or first 2 characters of the room. The first time you go into this form, all Floors are set to “0”.

### Set Housekeeping Room Use

Here you can set up different ‘uses’ for a room. You then assign a default use for a room but can change it on an ‘as needed’ basis. For example: you have a small meeting/conference room that can also be used as a sleeping room as it has a murphy bed and attached bath.

You would set up an ‘Item’, or Use of Sleeping and another of Conference.

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### Housekeeping room use types

Id Number	Item
1	Sleeping
2	Conference
3	
4	

If the room is primarily used as a meeting room, then set 'Conference' as the default. When the room is used as a sleeping room, then on the day(s) it needs to be cleaned as a sleeping room, you can change the 'Use' for the room in AutoClerk. The default use remains as Conference.

## Set Housekeeping Defaults

This is where you can set up the default 'Room Use' and number of minutes to clean all of your rooms.

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### Extra Room Info

Multi-Setup

**Room : 100**    **Room Type: K XXX 1**

Building: EAST    Floor: 1

**Default Estimated Minutes to Clean:**

Vacant/Clean: 15    Occupied/Clean: 10    Out-of-Order: 30

Vacant/Dirty: 40    Occupied/Dirty: 30

**Default Housekeeping Room Used for:** Conference

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**Room : 101**    **Room Type: K XXX 1**

Building: EAST    Floor: 1

**Default Estimated Minutes to Clean:**

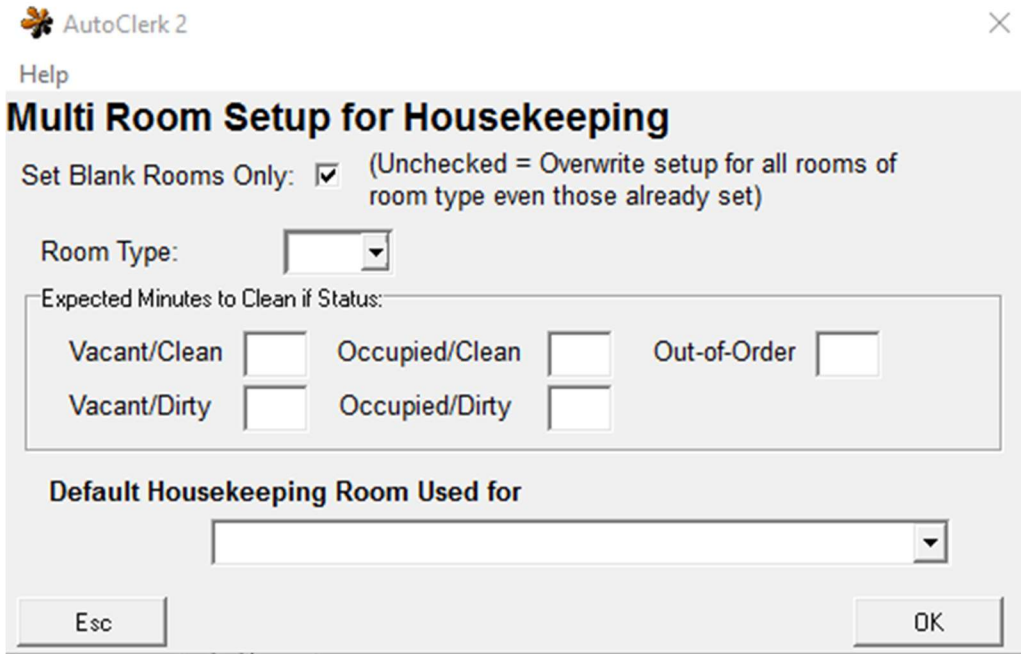
Vacant/Clean: 15    Occupied/Clean: 10    Out-of-Order: 30

Vacant/Dirty: 40    Occupied/Dirty: 30

**Default Housekeeping Room Used for:**

If you have already assigned the Building and/or Floor for your rooms as detailed above, those will be filled in.

Rooms are listed in room number order. However, you can click on the Multi-Setup button and set up by room type.



Use the drop down to select a room type. Then enter the expected minutes for cleaning, and the Room Use (if applicable). Click ok and all rooms of that room type will populate.

If you determine that the Expected Minutes need to change, you can come in here and uncheck 'Set Blank Rooms Only' and update the numbers that you had already set.

## Report Options – Options

If you do not want 'Non-sleeping Rooms' included in the daily room sheets, uncheck the box next to 'Include Non-Sleeping Rooms in Maid Sheets'. This setting can always be changed on a daily basis in AutoClerk. For example, you have a conference room that was used and needs to be cleaned. On that day, you can include the non-sleeping rooms in the maid sheets.

You have now completed the setup in ACConfig. Remember to mark your changes to install, and install then at Station #1.

## **AutoClerk Settings**

From AutoClerk's main menu, navigate to General Reports -> Guest Reports -> Housekeeping. The Housekeeping items are:

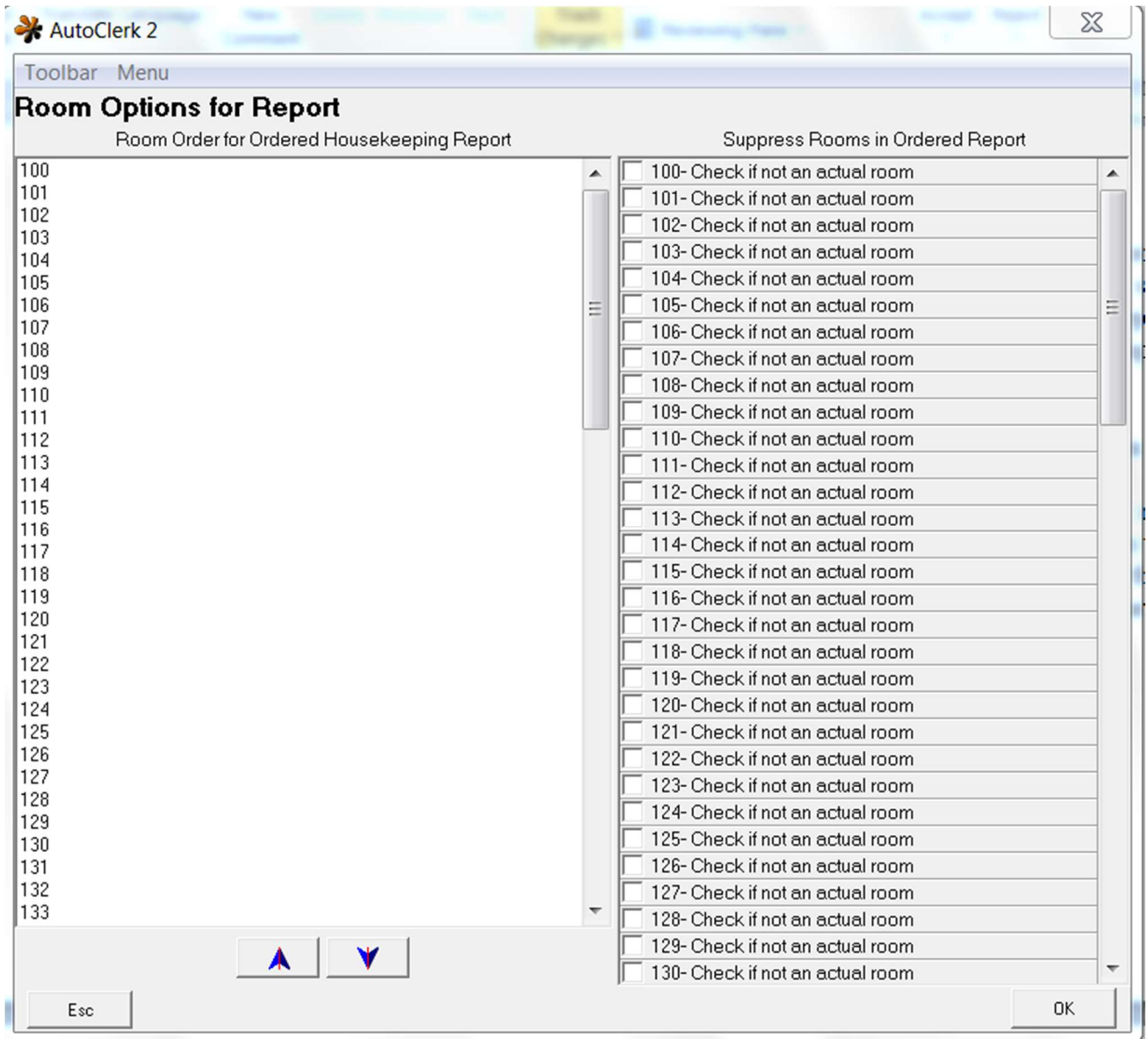
- Assign Rooms To Housekeepers
- Ordered Report
- Non-Vacant and Dirty Rooms Only
- Out-of-Order Rooms Report
- Maid Sheets by Num of Rooms
- Maid Sheets by Num of Maids
- Setup Room Ordering and Suppression
- Room Notes - Add/Mod/View/Delete
- Setup Housekeepers
- Today's Setup
- Lookup Housekeepers –F2
- Historical Housekeeping

You must be logged into AutoClerk as a permission level user of 4 or above to setup, lookup and/or assign housekeepers. (Permission levels are set in ACAdmin and are specific to each user. Please review separate documentation on ACAdmin for setting up users and permission levels.) Any user can print/display the Housekeeping Reports.

The sections below are discussed in setup order, assuming you have completed the ACConfig setup and are now ready to setup the AutoClerk side.

### **Setup Room Ordering and Suppression**

This form lets you 1) set the order in which your rooms will appear on the Ordered Housekeeping Report and 2) note which, if any, rooms you want suppressed on the report. You do not need to make changes here every day, only as needed (e.g. when a room being used as a temporary storage room comes back into inventory).



- **Room Order** – To change the order, click on the room number you want to move and either drag and drop to the new position, or use the up/down arrows at the bottom.
  - For example, you might want to set the report to list even numbered rooms, then odd numbered rooms.
- **Suppress Rooms** – Use this if you have a room that is not being used as a sleeping room for a period of time.
  - For example, you are doing renovations and are using a guest room for storage.
    - Check the box next to the room number, and that room will not appear on the Ordered Report.
    - When the renovations are complete, come back in here and uncheck the room and it will again appear in the Ordered Report.

- If you unchecked the ‘Include non-sleeping’ rooms for reports in ACConfig, you do not need to check them to suppress them here. They will not be included in the report unless you specifically ask for them.

## Setup Housekeepers

This is where you set up your housekeepers. You must set up housekeepers to: 1) assign rooms to housekeepers; 2) look up housekeepers; and 3) print up various Ordered Housekeeping reports.

Acct ID:	<input type="text"/>		
Last Name:	JONES	First Name:	SALLY
Initials:	SJ		
Pager:	<input type="text"/>	Phone/Cell:	<input type="text"/> <input type="text"/>
Note:	<input type="text"/>		

- Acct ID can be used by the property to put in an employee’s payroll id.
- The housekeeper’s full name and initials will appear on the Ordered Report when run with the option to show them.
  - If you do not want to enter your housekeepers’ names, etc, you can also use generic identifiers such as HK1 – Housekeeper 1. By doing this, you can still assign rooms to housekeepers on a daily basis.
- Pager and Phone/Cell information is shown when you run the Lookup Housekeeper function. This can be handy when a housekeeper calls in sick and you need to contact a replacement.
- The Note field is where you can put notes about a housekeeper such as ‘Cannot work weekends’.

Once you have set up your Housekeepers, you only need to make changes as the staff changes.

## Lookup Housekeepers

Once you have set up your housekeepers, you can go to Lookup Housekeepers if you need to contact one. This will not tell you what room they are currently cleaning, but the info you entered, such as phone numbers and notes.

## Room Notes – Add/Mod/View/Delete

This is where you can make notes for rooms such as when to turn mattresses or other maintenance issues/tasks. Do not put guest notes here such as ‘extra towels’. By default, when you run the Ordered Report, these notes will not print. However, you can go into Options and have them print.

## Daily Setup

### Today's Setup

You can make changes here for a single day, prior to assigning housekeepers and/or printing reports.

room

File Edit Toolbar Menu

### Housekeeping Setup for Today

**Room 100 -> Initial Status: vacant\_clean Current Status: vacant\_clean**

Room Type: KXXX1

Exclude Room from Reports:

Housekeeper:  Reset Note

Room Used As: Sleeping

Estimated Minutes to Clean: 15 Actual Minutes to Clean:

Current Notes:

**Room 101 -> Initial Status: vacant\_clean Current Status: vacant\_clean**

Room Type: KXXX1

Exclude Room from Reports:

Housekeeper:  Reset Note

Room Used As: Sleeping

Estimated Minutes to Clean: 15 Actual Minutes to Clean:

Current Notes:

For example, you have a meeting room that was used as a sleeping room last night. You would change the 'Room Used As'. You could also check the box to exclude a specific room from the Housekeeping Report.

Lastly, once the Housekeepers have finished with their rooms and reported back the minutes to clean, you can come in here and enter in those minutes. Once the numbers have been updated, you will see them if you re-run the Ordered Report and/or run the Historical Housekeeping Report.

If you have no changes for the day, you can skip this step until you need to enter in Actual Minutes to Clean.



## Assign Rooms to Housekeepers

On a daily basis, you can assign rooms to specific housekeepers. (You must have previously set them up.) When you go into Assign, you are brought to:

**Assign Rooms to Housekeepers for Today**

Check All    Check None    Unassign All

Assign	Door	Type	Depart	Status	Res
<input type="checkbox"/>	100	KX	Tomorrow	occupied_clean	
<input type="checkbox"/>	101	KX		vacant_clean	Res
<input type="checkbox"/>	102	KX	Today	occupied_dirty	
<input type="checkbox"/>	103	KX	Today	occupied_dirty	
<input type="checkbox"/>	104	KX		vacant_clean	
<input type="checkbox"/>	105	KX		out_of_order	
<input type="checkbox"/>	106	KX		vacant_clean	
<input type="checkbox"/>	107	KX	Aug 7'13 we	occupied_clean	
<input type="checkbox"/>	108	KX		vacant_clean	
<input type="checkbox"/>	109	KX		vacant_clean	
<input type="checkbox"/>	110	KX		vacant_clean	
<input type="checkbox"/>	111	KX		vacant_clean	
<input type="checkbox"/>	112	KX		vacant_clean	
<input type="checkbox"/>	113	KX		vacant_clean	
<input type="checkbox"/>	114	KX		vacant_clean	
<input type="checkbox"/>	115	KX		vacant_clean	
<input type="checkbox"/>	116	KX		vacant_clean	
<input type="checkbox"/>	117	KX		vacant_clean	
<input type="checkbox"/>	118	KX		vacant_clean	
<input type="checkbox"/>	119	KX		vacant_clean	

AS : SIMS, ALMA    Hide

Assign	Door	Type	Depart	Status	Res
<input type="checkbox"/>					

JD : DOE, JANE    Hide

Assign	Door	Type	Depart	Status	Res
<input type="checkbox"/>					

JK : KIDD, JESS    Hide

Assign	Door	Type	Depart	Status	Res
<input type="checkbox"/>					

MS : STEWART, MARTHA    Hide

Assign	Door	Type	Depart	Status	Res
<input type="checkbox"/>					

The rooms are listed in room number order, or the order you put them in 'Set Room Ordering'. You can sort any of the columns by clicking on the header. If you have a specific order you always want to use, you can set the order, then save the order through 'View' and set it as a Fast Selection.

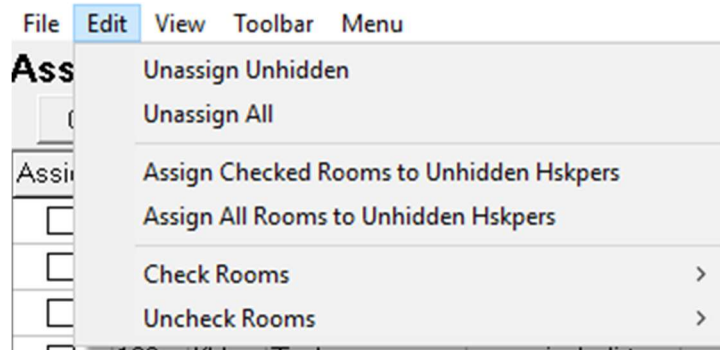
The 'Depart' column will indicate: Today, Tomorrow, or the date of departure. If there is an entry in the Res column that indicates the room is reserved for today's arrival.

If a housekeeper is not working on the current day, click on 'Hide' so she/he will not show when you are assigning rooms.

There are several ways to assign rooms to housekeepers:

1. Drag and drop rooms from the left side to the housekeeper who will be cleaning it.

2. Check the box(es) next to several rooms. Then click on Edit and select your option.



If you select to Assign Rooms to Unhidden Housekeepers, you are presented with an additional form depending on the number of rooms checked and the number of Housekeepers.

3. You can have the program automatically check or uncheck rooms based on status:



4. As you add rooms to each housekeeper, the number of rooms and estimated hours will update.
5. When you are done, click 'OK'.

## Reports

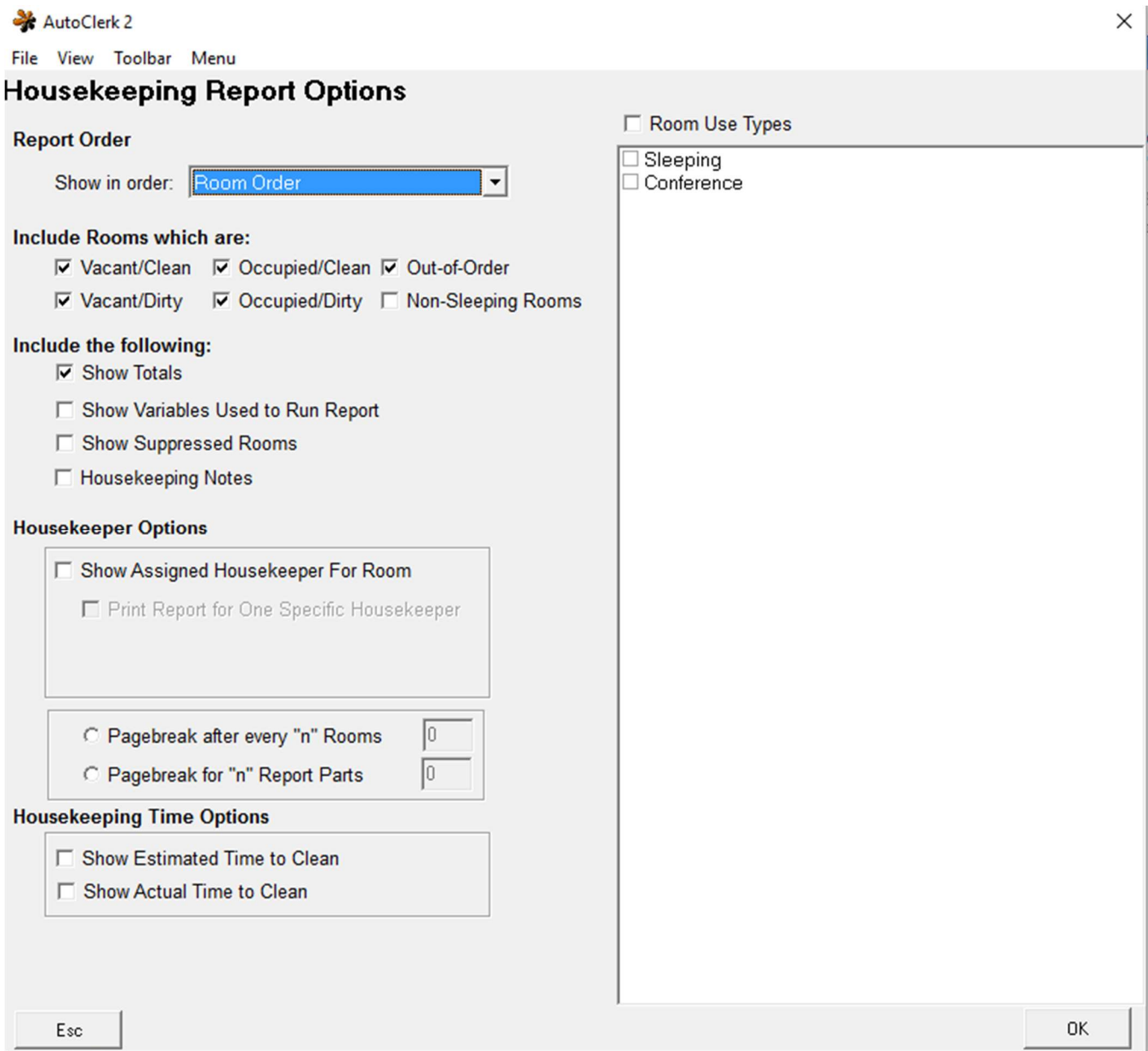
Regardless of whether or not you assign rooms to housekeepers, there are a variety of room reports you can run for daily cleaning and general status:



### Ordered Report

This is the most configurable and common report printed for Housekeeping on a daily basis. If you have made changes to the Room Order and/or Suppress Rooms, and/or Assigned Rooms to Housekeepers, the Ordered Report will, by default, print with those changes.

In addition, you can go into Options, and select and/or de-select other printing options.



The Report Order drop down allows you produce the report using a specific sort, such as Room Order, Room Type or Assigned Housekeeper.

If you set Non-sleeping rooms to not show in ACConfig, they are not checked by default here. You can set various options and then set up a Fast Selection so you do not have to re-set each time you want that specific layout.

Many properties print sheets for each housekeeper as well as a master list for the head housekeeper.

Once the housekeepers have completed their rooms and have returned their sheets with the actual minutes, you can:

1. Go into Today's Set up and update the minutes
2. Return here and print a report with the minutes
3. In the future, review the minutes through Historical Housekeeping.

The four (4) reports listed under Ordered Report are self-explanatory. The Out of Order report includes the out of order reason. With any of these reports, if you select 'Options' in the Send To pipeline, you are brought to the main Housekeeping Report Options form, where you can manipulate the report even more.

## Historical Housekeeping

This report allows you to view past housekeeping reports. If you select 'yes' for a Modifiable version, the report mimics the 'Today's Setup' form and is NOT printable. It allows you to modify a past date, if necessary.

If you do not select 'Modifiable', you can display/print the report.

AutoClerk 2 - Report Display

File View Toolbar Menu

Search

History for Aug 2'13

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Door: 100  
Room Used For: Sleeping  
Housekeeper: AS : SIMS, ALMA  
Starting Status: occupied\_clean  
Estimated Clean: 10 min  
Actual Clean: 5 min  
Ignored Room: False

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Door: 101  
Room Used For: Sleeping  
Housekeeper: JK : KIDD, JESS  
Starting Status: vacant\_clean  
Estimated Clean: 15 min  
Actual Clean: 0 min  
Ignored Room: False

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Door: 102  
Room Used For: Sleeping  
Housekeeper: AS : SIMS, ALMA  
Starting Status: occupied\_dirty  
Estimated Clean: 30 min  
Actual Clean: 25 min  
Ignored Room: False

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