

Quest 2016 – Splus 12

Accommodation

Guidance Notes

Issue 3 - July 2016



Outcomes

- The level of cleanliness and housekeeping is visibly acceptable, taking account of customer expectations
- There are high standards in the appearance and condition of the rooms, catering and associated areas, fixtures and fittings
- The provision of room accessories meet customer expectations
- The provision of catering services meet customer expectations
- There are high standards of customer service in all areas reflecting general pride by the staff (reception, food service, maintenance)

Suggested Guidance

PLAN
How do you commit to the provision of appropriate accommodation?
EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none">• Business Plan objectives are defined and set out what is to be achieved• A responsible member of staff oversees and co-ordinates the accommodation function• Standards are defined in line with good practice• Staff assist in the planning, application and monitoring of housekeeping standards• Sufficient resources are allocated to meet standards• A room inspection check sheet is in place and used• Catering check sheets are in place and used• Good practice is endorsed as set down by advisory organisations• Policies and procedures are developed, defined and documented as part of an integrated quality management system
SUGGESTED GUIDANCE <ul style="list-style-type: none">• Are business plan objectives defined that set out what the facility wants to achieve• Is an accountable member of staff responsible for overseeing and co-ordinating the accommodation function• Are acceptable and measurable standards defined in accordance with good practice• Are accommodation staff assisting in the planning, application and monitoring of housekeeping standards in order to generate ownership• Are sufficient resources allocated to meet the required standards

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- Is a detailed and thorough room inspection check sheet in place, which promotes staff ownership and accountability
- Are detailed and thorough catering check sheets in place which promote staff ownership and accountability
- Does the organisation endorse good practice as set down by advisory organisations, such as the Food Standard Agency food hygiene standards and Tourist Board quality schemes
- Policies and procedures for housekeeping and catering procedures are developed, defined and documented as part of an integrated quality management system, for staff and where appropriate customers

DO

How do you communicate the standards set or provide appropriate customer information?

EXAMPLES OF GOOD PRACTICE

- Pledges are displayed committing to maintaining acceptable accommodation and catering standards
- Guidance is provided with clear written standards for staff to follow for housekeeping and catering duties
- Good housekeeping and catering practices are shared and staff are involved in assessing the processes
- Regular meetings and forums are held with customers and stakeholders
- Accommodation and catering standards are promoted through the website

SUGGESTED GUIDANCE

- Are pledges displayed that communicate the organisation's commitment to maintaining acceptable accommodation and catering standards; do they assist in informing staff and customers that high standards are set
- Is guidance provided with clear written standards for staff that perform housekeeping and catering duties, does it emphasise the required standards of presentation and how these standards are delivered and maintained
- Are good housekeeping and catering practices shared and are staff involved in assessing the housekeeping and catering processes to assist in ownership and responsibility
- Are regular meetings and forums held with customers and stakeholders to determine whether the desired expectations are being met
- Are accommodation and catering standards and commitment promoted through the website; is this attracting new patronage and reassuring existing clientele

What legislation or statutory requirements have you considered to deliver these facilities/standards?

EXAMPLES OF BEST PRACTICE

- Portable electrical equipment is portable appliance tested (PAT)
- Staff are aware of checking electrical equipment prior to use
- Essential COSHH data and assessment documentation is available
- Personal protective equipment (PPE) is available
- A plan is in place to deal with chemical spills and other major incidents; staff are trained in the procedures

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- Equipment is inspected, serviced and safe to use; instructions on use are available
- Housekeeping processes are planned to ensure minimum disruption to customers
- Customers and staff are informed of housekeeping in progress
- Notices are displayed regarding responsibility for customer property
- Customers and staff are advised of the evacuation procedures; and an emergency action (EAP) plan is in place
- Safer food, better business is used and a HACCP system is in place

SUGGESTED GUIDANCE

- Has all portable electrical equipment been portable appliance tested (PAT), with records maintained on site
- Are staff made aware of their responsibility to check electrical equipment prior to use, and is there information on what to check
- Is essential COSHH data and assessment documentation available for all chemicals currently in use and are they available where chemicals are stored
- As a result of COSHH requirements is adequate personal protective equipment (PPE) available for appropriate staff
- Is there a plan in place to deal with chemical spills and other major incidents; are procedures in place
- Is all equipment safe to use, is it inspected and serviced, are the staff provided with clear instructions on how to check the equipment safely
- Are housekeeping processes planned to ensure minimum disruption to customers; are trip hazards managed, for example trailing cables and chemicals secured from public access
- Are customers and staff advised about housekeeping in progress; are signs used and positioned prominently
- Are notices displayed to customers regarding responsibility for customer property under the Hotel Proprietors Act 1956
- Are customers and staff advised about the fire evacuation procedures; is there an emergency action plan (EAP) that covers all likely evacuation situations;
- Does the facility use the safer food, better business guidance to help determine essential documentation and systems for all food, from procurement to service; are all processes identifying critical control points (HACCP) in place

What training has taken place to deliver these standards and commitments taking into consideration relevant health and safety requirements for staff and customers?

EXAMPLES OF BEST PRACTICE

- Housekeeping and catering standards are included in the training plan
- Good housekeeping and catering systems are embedded into the induction training
- COSHH training is delivered to staff exposed to chemicals
- Chemical suppliers are used to provide training
- Staff are encouraged to complete national vocational qualifications (NVQ)
- Staff are trained on all relevant policies and procedures

SUGGESTED GUIDANCE

- Are housekeeping and catering standards prominent within the training plan/ programme
- Is the whole process of good housekeeping and catering systems embedded into the induction training plan

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- Is COSHH training delivered to staff that are exposed to the chemicals used at the centre; is this recorded and records held on site
- Are chemical suppliers used to provide training for staff; many suppliers will provide training for staff on how to use each chemical including COSHH regulations
- Are staff encouraged to complete national vocational qualifications (NVQ) that provide development and can influence inputs and outcomes
- Are staff trained in all relevant policies and procedures for housekeeping and catering, for example EAP, safe systems of work, chemical spills, housekeeping checks, catering checks and so on. Are any changes actioned accordingly

How have you allocated resources to deliver these standards/ commitments?

EXAMPLES OF BEST PRACTICE

- Sufficient resources are allocated to deliver and maintain the housekeeping and catering standards
- All areas of accommodation are part of an integrated housekeeping and catering cleaning programme
- Housekeeping and catering duties are clearly defined and documented
- Appropriate planned and reactive maintenance procedures are in place
- Planned maintenance schedules are in place for all aspects of the accommodation operation
- An appropriate reactive maintenance reporting system is in place and used
- An inventory for equipment, furniture and fittings in in place and linked to a replacement programme

SUGGESTED GUIDANCE

- Are sufficient resources allocated to enable the staff to deliver and maintain acceptable housekeeping and catering standards, including priority areas that may require additional resources in order to meet the desired outcome
- Are all the areas of accommodation built into an integrated housekeeping and catering cleaning programme, for example daily, weekly, monthly and periodic tasks
- Are all housekeeping and catering duties/ responsibilities clearly defined and documented and are staff aware of these
- Are appropriate planned and reactive maintenance procedures developed and implemented
- Are planned maintenance schedules developed for all aspects of the accommodation operation; is this available for staff, for example noted on a calendar when the work is due to be carried out
- Is there an appropriate reactive maintenance reporting system in place that all staff utilise; are priority timescales set and applied
- Is there an inventory for equipment, furniture and fittings that links into a replacement programme and are budgets in place

MEASURE

How do you measure?

EXAMPLES OF BEST PRACTICE

- A range of Key Performance Indicators (KPIs) are in place
- Customer surveys are carried out to measure satisfaction levels

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- Customer feedback processes are in place for accommodation; feedback is recorded and measured
- Customer comments are taken into account when measuring performance
- Check sheet evaluation processes are in place to ensure a consistent approach
- External audits/ quality assessments are used

SUGGESTED GUIDANCE

- Is there a range of key performance indicators (KPIs) in place and used to measure performance, for example occupancy rates, returning customers, standards are met, maintenance is carried out on time, reactive maintenance is completed within timescales and so on
- Are regular planned customer surveys carried out to measure customer satisfaction levels
- Is there a process in place for customers to feedback on specific accommodation issues and concerns? Are customer comments regularly recorded and measured
- Are customer comments taken into account when measuring performance
- Is there a check sheet and evaluation process in place to ensure a consistent approach; is there an adequate level of managerial counter signing that can be measured
- Are external audits/ quality assessments carried out, for example Quest, Environmental Health Officer (EHO) visits, and the Tourist Board

REVIEW

How do you review what you measure?

EXAMPLES OF BEST PRACTICE

- KPIs are reviewed and analysed
- A quantifiable review process is in place and results of customer feedback is considered
- Customer comments are analysed to check standards are being met
- Review process are in place for inspections and monitoring regimes
- Review processes are planned and completed in a timely manner and involve all staff
- Trend analysis is used to evaluate if standards are being delivered
- Staff are consulted on the accommodation process to ensure awareness of standards
- Performance of contract cleaners is monitored that specifications are met
- Catering processes are reviewed and evaluated to ensure value for money
- Staff rotas are reviewed to ensure there is adequate time for housekeeping and catering tasks
- Processes are in place to review and update policies and procedures

SUGGESTED GUIDANCE

- Are KPIs reviewed and analysed; are areas for improvement and development identified
- Is there a quantifiable review process in place which takes into account the results of feedback from customers and stakeholders

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- Are customer comments regularly analysed to ensure that standards are being met
- Are suitable review processes in place for all inspections and monitoring regimes and are findings discussed with staff; are actions added to the improvement plan
- Is the review process including trend analysis planned and completed in a timely manner; are staff, management and frontline operatives involved? Are staff meetings used to update the staff on the current levels of achievement and areas for improvement
- Is trend analysis used and is information reviewed to evaluate if current standards are being delivered; are the outcome of reviews enabling management to allocate additional resources
- Are staff that deliver the accommodation process consulted on a regular basis; is this ensuring staff awareness of standards improving and/ or those that are not doing well
- Are processes in place to monitor the performance of contract cleaners who conduct cleaning tasks, for example specific high and deep cleaning tasks
- Is the catering process evaluated to ascertain the best way of delivering the service, for example is a catering contractor able to offer improved standards and value for money
- Are staff rotas evaluated, and amended accordingly to ensure the housekeeping and catering tasks are in line with bookings and any unexpected changes
- Are processes in place to regularly review and update all relevant procedures and policies

IMPACT

Has what you have done made a difference?

EXAMPLES OF BEST PRACTICE

- The business plan objectives are achieved
- KPIs are improving
- Compliments are increasing and complaints reducing
- Evidence is available that show customer concerns are dealt with promptly to ensure customers are satisfied
- Customer satisfaction is improving
- Customers are using the accommodation more often and recommending the service; is this generating more income
- Controlled use of resources is helping reduce expenditure
- Recycling is having a positive impact on environmental standards
- Staff involvement is increasing staff job satisfaction and ownership

SUGGESTED GUIDANCE

- Are the objectives defined in the business plan achieved
- Are KPIs improving year on year
- Are more customers complimenting the standard of accommodation and are there less complaints
- Is there evidence to demonstrate that specific customer concerns have been dealt with promptly in relation to accommodation issues; is this helping to

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prevent loss of any future bookings; is there evidence that management spend less time dealing with issues

- Is customer satisfaction improving year on year
- Are customers using the accommodation more often and recommending the organisation to friends and relatives
- Is the planned and controlled use of resources such as staff time, chemicals, equipment, furniture and fittings assisting in reducing expenditure
- Is recycling having a positive impact on environmental standards, for example removing aerosols, reducing paper waste, waste water protection and use of chemical dispensers
- Is staff involvement in the development and delivery of standards given them greater ownership and job satisfaction, and are higher standards being consistently delivered