

A Review on application for housekeeping and maintenance

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Abstract: The main goal of housekeeping and management business is to meet customer needs while achieving profile targets. The customer satisfaction is the very important factor for the housekeeping and management business. The major indoor, residential and commercial housekeeping service sustain cost effectiveness, save time, improve service quality and improve efficiency of department. This study focuses on impact of outsource housekeeping services. The study considered the few attributes of housekeeping staff and cleanliness of outsource areas impact on customer satisfaction. This paper augments new urgency to develop new trends in housekeeping domain specific for manifold benefits. Housekeeping means performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property. In case of hotels, the housekeeping duties involve maintaining the hotel to the best possible state in terms of cleanliness, and keeping it at highly desirable ambience. The standards of housekeeping services encourages to customers. This research assesses the housekeeping management practice's and standards of service sector in terms of cleanliness, order lines, sanitation, and safety. Facilities/equipments, materials control and effective maintenance and the problem encountered in the housekeeping department. A validated researcher mode questioner was used to gather the data translated by interview and ocular inspection. Weighted means, frequency distribution, percentage and rank were used to analyze data gathered. Housekeeping management practice's were rated "very good". Cleanliness was rated "outstanding", while all the other standards were rated "very good". Problem affecting the housekeeping department of service sectors evaluated "slightly serious". The service sector are encourage to recruit appropriately trend work force and orientation and re-orientation must be part of there housekeeping management programs. service sector must continue to upgrade their facilities to meet the demand of fast changing technologies in this highly competitive world.

Index Terms: Mapping, Database, Mobile Devices, Housekeeping Services.

I. INTRODUCTION

Now a days housekeeping has been a big task for the working people. So there is need of such services to be provided to the people. Even those services should be provided in record time with a great experience so the customers satisfaction will be maintained. The main goal of housekeeping and management business is to meet customer needs while achieving profile targets. The customer satisfaction is the very important factor for the housekeeping and management business. The major indoor, residential and commercial housekeeping service sustain cost effectiveness, save time, improve service quality and improve efficiency of department. The service sector are encourage to recruit appropriately trend work force and orientation and re-orientation must be part of there housekeeping management programs. service sector must continue to upgrade there facilities to meet the demand of fast changing technologies in this highly competitive world. The standards of housekeeping services encourages to customers. This research assesses the housekeeping management practice's and standards of service sector in terms of cleanliness, order lines, sanitation, and safety. Facilities/equipments, materials control and effective maintenance and the problem encountered in the housekeeping department. A validated researcher mode questioner was used to gather the data translated by interview and ocular inspection. Weighted means, frequency distribution, percentage and rank were used to analyze data gathered. Housekeeping management practice's were rated "very good". Cleanliness was rated "outstanding", while all the other standards were rated "very good". Every house, whether private, like yours, or commercial like office, shops, hotels, hospitals, clubs, etc. needs to be clean and tidy, so that it look inviting to all. This is where house comes in. cleaning and maintains services can be spotted very easily anywhere.

The basic concept of housekeeping has started from keeping a domestic house clean and has gradually come to maintaining high standards of cleanliness and maintains at commercial levels. Beside this, housekeeping also contribute to the saving cost of labour, cleaning material and equipment, furnishings and the like in every type of establishment. But before we move into the actual working and detailed procedures of this interesting and probably the most important activity of our daily life, it is important to get introduced to the commercial concept of housekeeping and responsibilities of personal involved in housekeeping services. Besides, it is also important to know the grooming standards of these personnel. Housekeeping in simple words means maintaining house on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running. when you keep your house clean and well maintained, you would also like to make it as beautiful as possible. Thus, the different procedures followed to keep and maintain everything in the house in a good and presentable order, are collectively know as good housekeeping. In other words, we may also say that housekeeping is a proce of keeping a place clean beautiful and well maintained so that it looks and feels pleasant and inviting to all, either living, visiting or working there.

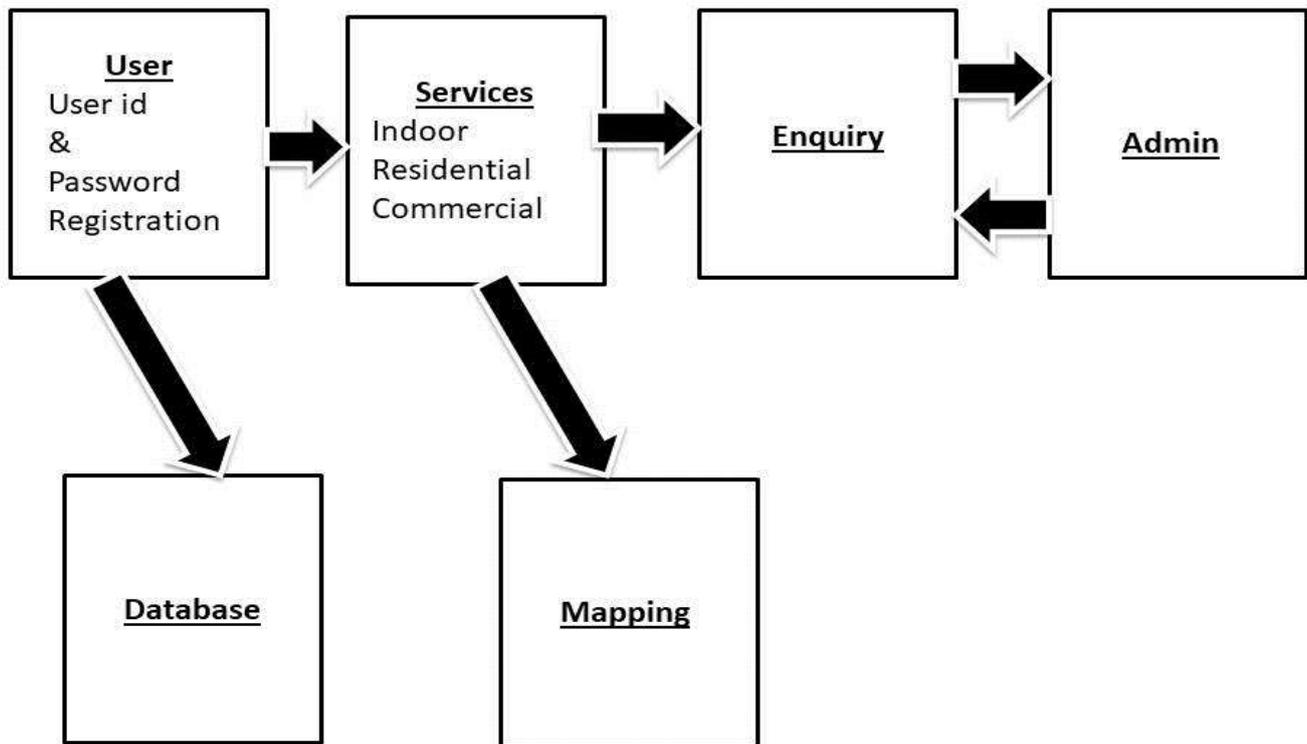
II. LITERATURE SURVEY

Housekeepers and housekeeping coordinators are responsible for maintaining the physical appearance of major companies. Housekeepers for private residence may directly interact with their clients. Housekeeping coordinators have more responsibilities than housekeeper. Housekeeping refers to the management of duties and chores involved in the running of household such as cleaning, home maintenance. This task may be performed by members of household, or by other person hired for the purpose. Housekeeper is a person employed to manage a household and the domestic staff. House cleaning is done to make the home look and smell better and to make it safer and easier to live in. Without house cleaning lime scale can build up on taps, mold grows in wet areas. Tools used in house cleaning include vacuums, brooms, mops, together with cleaning products such as detergents and bleach. Her work is oriented to home deep cleaning [1]. E-hospital management system provides the benefits of streamlined operations, enhance administration and control. The studies focus on understanding the performance indicators of hospital information system (HIS). The study is qualitative and descriptive in nature and most of the data based on secondary sources of survey data. Housekeeping and management are cleaning professionals who tackle cleaning tasks for their clients, such as, sweeping the floor, dusting furniture. Outside of cleaning, housekeeping coordinators or cleaning supervisors are also responsible for scheduling, supervising, hiring and training housekeepers. They ensure that there are enough adequate cleaning supplies, and place orders for new inventory when necessary [2]. The new trend in hotel housekeeping also highlights the environmental policies and initiatives taken by hotel industries with carrying out extensive secondary research. The hotel management article related to the topics such as hotels, restaurants, ships, destination, marketing, organization and country clubs. Hotel management is a part of hospitality industry that deals with different range of aspects like front desk office, catering and laundry. Some other activities may include security control, surveillance and employee verification. Tourism and hospitality industry in India can be considered as increasingly potential in terms of generating revenue at the national level [3]. The main goal of hotel industry business is to meet guest needs while achieving profit targets. Guest satisfaction is a very important factor for the hotel industry. It enhances hotel reputation, increases room sales as satisfied guests are more frequent visitors and increases profitability. Major star hotels outsource housekeeping services to sustain cost effectiveness, save time, improve service quality and improve efficiency of department. This study focuses on the impact of outsourced housekeeping services on guest satisfaction keeping in view the hotels which are outsourced. Few attributes of housekeeping staff and cleanliness of outsourced areas impact on guest satisfaction. [4]

Internal housekeeping is where the housekeeping department and its staff belong to the house and the housekeepers are the part of the house. Internal housekeeping means all the cleaning of the house which includes not only housekeeping department and room cleaning but also all public areas and behind the scenes areas of house. Since the housekeeping department is responsible for cleaning and maintaining so many areas of the house, planning the work of the department can seem like an enormous task. The main areas for cleaning are the rooms, hallway, showers and walls. Most of this kind of cleaning is taken care of evenings. With internal housekeeping the house areas are totally cleaned according to the house owner orders. Housekeepers are the eyes and ears of the house as their department is the only one that goes into all the areas of the house for cleaning [5].

III. PROPOSED SYSTEM

i. SYSTEM ARCHITECTURE



As shown in Architecture diagram

User will enter user name and password.

Registration:

User must create account for getting the access further they should get a enquiry form to fillup with The regarding information.

Services:

Services will be provided according to enquiry filled through user or customer while registration.

The admin is providing services in three sector.

eg : .indoor, commercial ,residential

1. Indoor:

The act of cleaning the room and furnishing of a home.

2. Commerical:

The act of cleaning ,cleaning commerical companies and its premises.

3. Residential:

The act of cleaning hallway,staircase,lift,watertank and terrace.

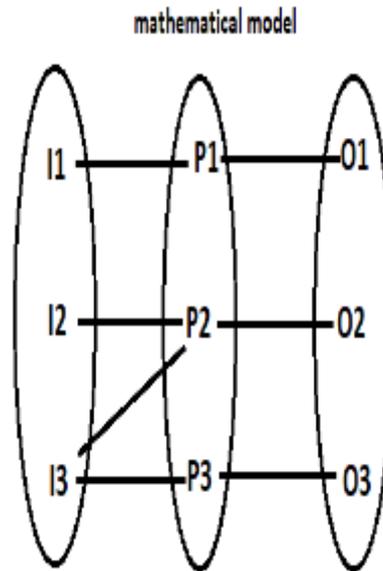
Enquiry:

Client should upload their site location and more details for further process.It will help admin to provide service.

Admin:

When the client complete the process of enquiry the admin get that details to mail and give response to client for the services

ii. **Mathematical model**



Input :-

- I1 =Login credentials
- I2 =Service sector information
- I3 =Enquiry Details

Output :-

- O1 = Client Analysis
- O2 = Worker Analysis
- O3 = Generate mail enquiry

Process :-

- P1 = Provide Services
- P2 = Mapping Location
- P3 = Enquiry Verification

DESIGN CONCEPT

Using planner or a like project management tool. System is made up of two major components, customer and admin. So, to create the see components, following activitices must be undertaken.

CONCLUSION

The existing work of housekeeping is based on specific areas like *commercial, hotel and indoor* but our proposed application occupied all these areas in one .before there were different application for different sectors, so our application will provide all housekeeping management for all sector at same level .Hence it is concluded that this application of housekeeping provides services concluding indoor, commercial, residential services. And is advantageous in overall day to day life. Housekeeping services should be provided in record time with a great experience so the customers satisfaction will be maintained. The main goal of housekeeping and management business is to meet customer needs while achieving profile targets.

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