

**"No" Housekeeping Service**

	Establishment	Does your hotel extend to the Guest the Option of "No Housekeeping Service" during their stay?	What are the benefits of extending the option of "No Housekeeping Service" to guest?	How does Front Office/Reservation communicate to guests who are on "No Housekeeping Service"?	How does Front Office/Reservation inform Housekeeping should guest request for "No Housekeeping Service" option? (How is it indicated in the PMS system?)	How does Housekeeping Department tracks on such requests? (to calculate manpower needs)	Does hotel charge extra if guest requests for additional services? ( e.g. extra Towels, Amenities, extra room cleaning service for due out Room or after cleaning was provided)	How much does the hotel charge?
1	Aloha Changi	NO	No benefit, to the club is part of service, difficult to reject , especially local guest.	No indication, as long as they want change such as towel, it will be carried out on 1-1 change.	Verbally through the Front office duty phone.	Resorts is contracted to the vendor. Just need to oblige the request .	YES	Replenishment if still in house. After the replenishment, guest amenities no charge, but \$2 for coffee capsules or tea
2	British Club	NO					NO	
3	Carlton City Hotel Singapore	NO	It will ease the Room attendant's Job as there are shortages of manpower in the market Lesser servicing of room will be create more "green environment as lesser changing of liner will use lesser of chemical and also water.	Explain to guest that we are encouraging guest to help us in going green	They will call and inform		NO	
4	Concorde Hotel Singapore	YES						
5	Far East Hospitality Pte Ltd	YES	In response to the survey, I am giving answers based on serviced residences. Manning is tight, so with option for no service, it helps to elevate the manpower shortage problem	No need to communicate since their option is for NO SERVICE.	No service	We track base on cleaning frequencies per week to calculate manning requirement.	YES	Subject to the type of service required
6	Four Points Sheraton Singapore	NO	Save manpower to perform other housekeeping jobs such sanitising public areas and thorough clean departed rooms.  Less stress to current skeleton staffing, such as less MC and work injuries.	This option must be clearly spelt out on confirmation email and upon registration.	Add such remark into PMS under "special"	Attendant Task Sheet would have indication under Special Remarks column.		MA
7	Fraser Suites	YES						
8	Furama Riverfront	NO	Benefit goes towards the hotel in terms of manning allocation.				NO	
9	Grand Mercure Roxy Hotel	NO	Help save environment	Offering to Group check in to clean on alternate days	Using VIP codes	If on group basis we are able to calculate	NO	
10	Holiday Inn Singapore Little India	YES	Save manpower, save linen cost.	Upon check in, FO will inform 3 days service		Using opera traces	NO	
11	Hotel Mi	NO					NO	
12	M Social Singapore	YES						
13	Marina Bay Sands Pte Ltd	NO						
14	Oasia Residence Singapore	YES						
15	Pan Pacific Serviced Suites Beach Road	NO					NO	
16	Pan Pacific Singapore	YES						
17	Park Royal Hotel at Kitchener Road	NO					NO	
18	Parkroyal Collection Marina Bay	NO	Save labours and save time	Upon guest check in, FO/Reservation should explain to the guest about the new movement that is going to be implemented and hope for their understanding and cooperation.	Input traces in the system for Housekeeping to follow up	Housekeepers upon receiving their allocated daily rooms assigned to them, they should look through the system that has traces indicted for "No Housekeeping Service".	YES	
19	Ramada and Days Hotels Singapore	NO					NO	

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20	South Beach Consortium Pte Ltd	NO	Environmental friendly. As lesser linen are being sent for washing.				NO	
21	Studio M Hotel Singapore	YES	F&B perks	Promote upon arrival	Put under special remarks	Retrieve from PMS report		NA
22	The Tanglin Club	NO					NO	
23	The Westin Singapore	NO					NO	
24	Village Hotel Changi	NO					NO	