# HOUSEKEEPING SECTIONS IN OPERA FOR/WITH hotelkit

Please read the entire document before you start processing!

Source and basic document by ORACLE

"When the Rooms Management>Housekeeping Sections application parameter is set to Y, housekeeping section codes can be configured to divide the property into physical housekeeping areas to simplify the process of assigning rooms to attendants for daily cleaning. OPERA allows for both day and evening sections (day section is for regular room cleaning and evening is for turndown service) to be linked to each room […]. The same section can be used for both day and evening service. To configure housekeeping sections, **select Configuration>Reservations>Codes>Housekeeping Sections**. The Housekeeping Sections screen appears.

Note: All configured sections are displayed in the Expanded Task Sheet Grid, even if no rooms exist within that section. Tasks can then be moved (dragged and dropped) on to these sections.
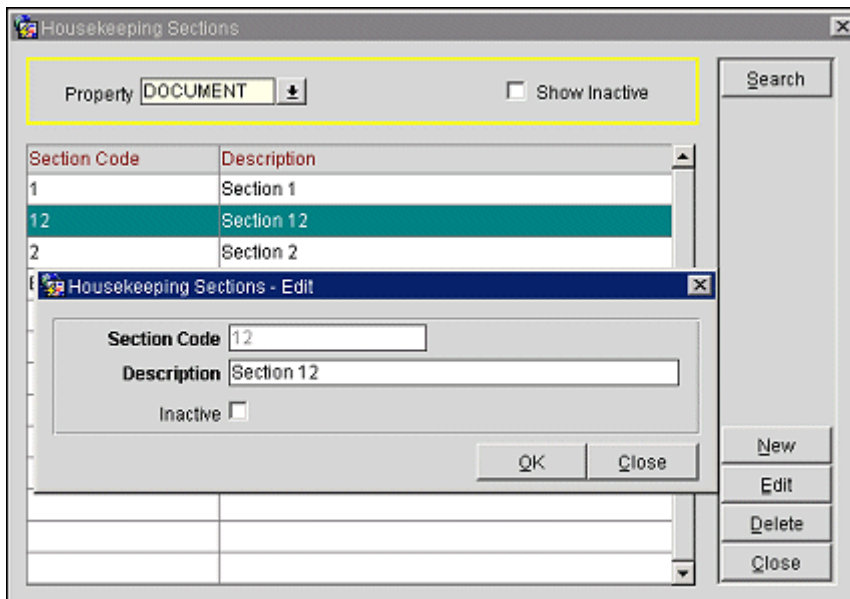
Search Criteria

Use the following search options to locate the housekeeping section records you wish to review or edit.

[…]

Show Inactive. Select this check box to display only those housekeeping sections that are inactive.

Fields

The Housekeeping Sections screen displays the following information.

Section Code. Section codes can only be numeric.

Description. Housekeeping section description (floor number, part of the property, etc.).

Adding and Editing Housekeeping Sections

Select the New button to create a new housekeeping section. To edit an existing section, highlight your choice and select the Edit button. Provide the following information in the Housekeeping Sections - New or Housekeeping Sections - Edit screen and select the OK button.

Section Code. Type or edit the numeric section code.

Description. Type or edit the housekeeping description for the section code.

Inactive. Select this check box to make the section code inactive. Inactive housekeeping sections are not available for selection when assigning rooms to the day and evening sections on the Rooms Edit screen.

ROOM TAB / ROOM LINKING TO SECTIONS

[…]

Select **Configuration>Reservations>Room Classifications>Rooms** to set up and manage room configurations for the property. The Room tab holds information that describes the basic characteristics of the room.

[…]

Turndown. Available if the Rooms Management>Turndown application function is set to Y. Select this check box if turndown service is to be the default for this room. The setting here will propagate to any reservation to which this room is assigned; however, the option can be changed using the Turndown check box on the Room Instructions screen (select the Housekeeping button from the Reservation Options screen). Selecting the *Turndown* check box will apply to the entire reservation stay.

Note: In addition to the Rooms Management>Turndown application function being set to Y, in order for the Turndown check box to appear on the Room tab, the associated room type (shown in the Room Type field) may not be designated as a Pseudo Room Type, the associated room type must have the Housekeeping check box selected, and the room may not be designated as a function space.

[…]

Housekeeping Section

Note: Section and Credits fields do not display for rooms that are assigned to Component Room room types. These features are applied at the level of the individual rooms that comprise the component room.

Housekeeping Day Section/Evening Section. (Available if the Rooms Management>Housekeeping Sections application parameter is set to Y.) Housekeeping sections can be used to group rooms into sections or divisions meaningful to the housekeeper (floor numbers, various buildings, group of rooms typically cleaned by one attendant during the day or turndowns during the evening). When printing the housekeeping report, the dirty rooms can be divided into the sections defined here.

Housekeeping Stayover Credits/Departure Credits. These fields display only when the Rooms Management> Housekeeping Credits application setting value is equal to Rooms. In these

fields you can enter credits or time allotments corresponding to the amount of cleaning time necessary to prepare the room. Because Departure rooms may take longer to clean than Stayover rooms, Housekeeping departments sometimes use this feature to more equitably distribute assignments to attendants each day.

Consider this carefully when entering the number of credits you assign to each room. A standard room might get one credit for days when there is no guest turnover (Stayover Credits) and two credits for departure days (Departure Credits), whereas a suite would be assigned two credits on a stayover day and three on a departure day. Instead of asking each room attendant to clean 10 rooms per day, the housekeeper would ask each room attendant to handle 15 credits per day. After entering credits for all rooms, you can print a Housekeeping Report along with a rooming list which takes the credits of each room into account. You could also consider entering minutes here instead of credits. Perhaps it might take 15 minutes to clean a standard room, 25 minutes on departure, 20 minutes for a corner room and so on. When you print the Housekeeping Report, you can organize it so that each room attendant is assigned the same number of minutes per day.

Pickup Credits. This field appears if the Rooms Management>Pickup Status application function is set to Y and the Rooms Management>Housekeeping Credits application setting value is equal to Rooms. The default value for this field is blank. Pickup credits are calculated for a room status of Pickup when the reservation status is Departed or Stayover. When the room status is Pickup, but there is no Pickup Credit value specified, the Stayover Credits or Departure Credits will be calculated depending on the reservation status (i.e., either Stayover or Departed).

Turndown Credits. This field appears if the Rooms Management>Turndown application function is set to Y, the Rooms Management>Housekeeping Credits application setting value is NOT set to NONE, and the Turndown check box is selected for the room. Enter credits or time allotments corresponding to the amount of time necessary to provide turndown service for the room. The default value for this field is blank."

COMMENTS FROM THE PILOTE TESTING

Now you know how to setup the OPERA sections. These sections will be sent directly to hotelkit. Any change in the OPERA setup will be pushed to hotelkit automatically. There is a short delay time of max. 15 minutes.

In general, you do not need to enter real credits into OPERA. This will be managed via hotelkit. Here an example:

Edit room type

SKN

Description

😊

Checkin	Stay	Checkout ⮕
Credits:	Credits:	Credits:
0	17	20
Priority:	Priority:	Priority:
3	5	4
Add checklist	Add checklist	Add checklist

Labels:

G1 (Radisson Rewards - Club) VIP4 (M&E Organizer / Sales VIP / TOP VIP) G2 (Radisson Rewards - Silver) G4 (Radisson Rewards - Platinum)
VIP2 (Stammgast (ab 5. Aufenthalt)) G3 (Radisson Rewards - Gold) 1X 2X 3X AL CI CR EC EH EKI EKL ETA 7-11 WC

Edit labels

Rooms:

104 108 112 116 120 128 129 132 136 139 140 141 144 145 149 150 153 154 157 158 161 164 172 202
204 206 208 210 212 214 216 218 220 222 228 230 232 234 236 238 240 242 244 248 250 252 254 258
264 272 304 308 312 316 320 328 332 336 340 344 350 354 358 364 372 402 404 406 408 410 412 414
416 418 420 422 428 430 432 434 436 438 440 442 444 448 450 452 454 456 458 464 466

Delete   Cancel   Save

Defining the sections, you should keep the following rules and recommendations in mind:

- Separate floors
- Separate buildings or wings
- A section should contain the number of rooms a regular cleaner can do on a daily routine
- A section should contain nearby rooms

In addition, you can create virtual rooms for public areas and floors, toilets etc. in hotelkit. These areas are separate form the OPERA setup. Nevertheless, during the planning of the section, you should bear in mind: who is cleaning the stairways or guest floors in front of the guest rooms. You could either include this into the task list of a guest room or separate this by creating a common room task. For the OPERA sections this might be relevant if a defined cleaner has an additional task to do.