

Housekeeping

Go to **FRONT DESK | HOUSEKEEPING** to manage housekeeping for your Rooms. The Housekeeping function allows you mark rooms clean or dirty and print Maid Sheets. Maid Sheets can be printed in two ways. See below for details.

There is an option to "Group" or categorize rooms to help streamline the Housekeeping process. By creating Room Groups, you can print Maidsheets for each individual Housekeeper. You can customize groups in any way that fits your property. And if you are using the [Housekeeping App](#), each Room Clean request creates a unique 'Housekeeping Request' for the specified User chosen. To create Housekeeping Groups, go to [Admin | Housekeeping](#)

Housekeeping Reports for Out of Order Rooms, Turndown and Vacant Room list under the Reports TAB. See [Housekeeping Reports](#)

You will see Clean and Dirty Rooms indicated on the Tape Chart in blue and yellow. See [Marking Rooms "Clean" or "Dirty"](#).

Front Desk Tab

Clean Multiple Rooms

Select the first room to be cleaned in the first drop down list and the last room to be cleaned in the second box "Through". Then hit the Clean Rooms button. It will clean the rooms in the drop down lists and all rooms that fall between these two in your Room List.

Clean Rooms by Room

If you choose to clean rooms individually, the rooms that have checked boxes are clean and those without check boxes are dirty. Simply change the boxes to clean or dirty by clicking on them, then hit the Save or Save and go to Front Desk button at the bottom of the page. On all pages, Save saves the data to the database and then returns you to that page to review your changes and to make more if necessary.

See [Housekeeping - Mark Rooms Clean](#)

Include Bedding and Excluding Vacant Clean (VC) and Long Terms w/Status: O options

These are options that allow one to reduce clutter and print out only what is needed. Many customers don't need to print the 'Bedding' options on a Maid Sheet, so un-checking the "Include Bedding" option will avoid wasting paper and space if these options aren't needed. Similarly, there is often little use printing a Maid Sheet with the VC (Vacant Clean) rooms on it. If your property uses a 'Cleaning Interval' greater than 1 day for "Stay Over" (S/O) cleaning, then the status would be O (Occupied) on a day that does not match the 'Cleaning Interval', thus no need to print these rooms. Make your custom setting for the 'Cleaning Interval' in the [General Setting](#) area.

Set the Say Over (S/O) Value and Occupied (O) Value

Long Term Stay properties often will only perform a Stay Over (S/O) clean on every x night of the stay. The MyPMS system allows you to set this 'Cleaning Interval' so that the S/O value will apply, for example, to every 3rd night of the stay. When a booking is 'in house' and occupying a room, but the date is NOT the 'Cleaning Interval', then the status of that room = Occupied (O), because it is not due a Stay Over Cleaning. Make your custom setting for the 'Cleaning Interval' in the [General Setting](#) area.

Create Incident Reports


For users of the [Housekeeping App](#), an [Incident Report](#) opens a template to be filled in and saved when a Housekeeper clicks 'Incident report', allowing the User to place a lengthy description of any serious issue worth noting, with up to 5 photos (uploaded from a computer and/or the mobile device being used by the User), with a date- and time- stamp on the Letter saved under the "letters" area of the specific Booking. Incident Letters are also downloaded onto the user's device (Mac/PC or mobile device) for storage locally or to 'share as a PDF'. The Incident Report links both the Booking and the Housekeeping Request for easy retrieval. Thus written and photographic details of the Request (including all notes/emails/texts back and forth between Staff and/or Guests) are preserved should they be needed.

Print Maid Sheets

Maid Sheets can be printed in two ways. See [Print Maid Sheets](#)

Housekeeping Reports for Out of Order Rooms, Turndown and Vacant Room list under the Reports TAB. See [Housekeeping Reports](#)

1. Print All Groups - Prints Maid Sheets with all Rooms sorted by Group
2. Excluding V/C - Excludes vacant/clean rooms from the Maid Sheet. This will produce a list without the V/C Rooms making it much shorter.
3. HTML and PDF: Click HTML to open the Maid Sheets in a new browser window. Click PDF to download and print.

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