

A mid-sized hotel cuts housekeeping travel by 65.87%: Sales and customer service

RETAIL AND HOSPITALITY

MEDIUM

SALES AND CUSTOMER SERVICE

-65.87%

WALKING DISTANCE [1]

-23.88%

CLEANING ACTIVITIES [1]

THB 24,090

ANNUAL SAVINGS [1]

PROBLEM

Housekeepers completed 67 activities and walked 63.58 meters while cleaning the studied room type. Excess movement and fragmented tasks added time without improving the guest-ready result.

SOLUTION

The team measured the flow, found root causes, and eliminated, combined, rearranged, or simplified work. The revised sequence placed tasks and materials in an order that reduced repeated movement.

RESULT

Activities fell from 67 to 51, and walking distance fell from 63.58 to 21.70 meters. Cleaning time decreased by 149 seconds for the studied room type.

BUSINESS LENS

Process economics: a small per-room saving becomes material when repeated across occupied rooms and the year.

ASSUMPTIONS AND LIMITS

One deluxe-room type in one hotel. Guest satisfaction, occupancy effects, headcount, and long-term control were not reported.

DEPARTMENT APPLICATION

SALES AND CUSTOMER SERVICE

Faster room readiness supports guest experience.

Application analysis based on the cited source. It is not a separate measured result.

Prepared by Ocmulgee Business Process Solutions from the cited independent source. This is not an Ocmulgee client engagement or an original Ocmulgee result.

SOURCE [1]

Jangruxsakul, Praisont and Athikulrat, 2023. Improving Efficiency in the Housekeeping Operations Processes in Hotel Service Industry. <https://so01.tci-thaijo.org/index.php/journaldtc/article/view/269358>

Three-reviewer research article | Size basis: The source explicitly identifies a mid-sized four-star hotel.