BSc. H&HA – V Semester Accommodation Management (BHM 314)

**MODULE MATERIALS – CONTRACT CLEANING**

**Chapter Outline:**

1. Jobs outsourced in the Housekeeping department.
2. Conditions to be chalked out before adopting contract services
3. Basis of payment for contract services
4. Pros and cons of contract services.

A Contract is an agreement between two parties which has a legal binding. The Housekeeping Department in hotels may outsource certain tasks or jobs to an outside agency for a fixed cost.

1. **Jobs generally outsourced in the Housekeeping Department:**

* Horticulture
* Laundry
* Pest Control
* Specialized cleaning services: Window cleaning, Carpet and Upholstery shampooing, Chandelier cleaning
* Flower Arrangements
* Special décor for festive seasons

1. **Conditions to be chalked out before adopting contract services**

Before deciding on the use of contract services the following procedure should be adopted:

* Prepare a detailed specification indicating exact number of working hours, areas, process used, frequency, time factor and other special projects.
* Put out tenders to at least three contractors and compare quotes. Check out the existing market credibility through clients.
* Consider period of contract and termination procedures.
* Fee structure -Type of payment.
* Preferable to select a contractor with a local office.
* Check on type and amount of supervision.
* Consider the effect on existing labour with regard to possible redundancy and redeployment.
* Once the contract has been signed, spot check to ensure that specifications are being adhered to.

1. **Basis of payment for contract services:**

* .Management fee, Consultancy services
* Fixed Periodic Cost
* A cost plus percentage profit basis
* Cost plus fixed fee basis

1. **Pros And Cons of using Contract Services:**

Pros

* Contract staff may be more competent and skilled in their job. Example : Pest Control, Carpet and Upholstery shampooing, Laundry, Flower Arrangements, Horticulture, Chandelier cleaning.
* It alleviates the necessity to buy expensive equip­ment. Example: Laundry equipment costs are very high. Some hotels find it preferable to let a Commercial Laundry to handle their linen.
* Some jobs are risky in nature and require careful handling. Example: Cleaning windows in high rise buildings.
* Accurate budgeting can be worked out. Sometimes, contract services can work out to be more economical than direct labour.
* Responsibility of getting the job done is reduced for the hotel management. For eg: recruiting, training, hiring dismissing staff.

Cons

* Weakens the authority of the management over the quality and loyalty of the staff.
* May use poor quality products which can damage building and its content.
* Security is weakened.
* There is often no redress if a contractor does not carry out appropriate work the only alternative may be to cancel the contract.