



## Amenity shrinkage from housekeepers' carts

Another great article from *The Rooms Chronicle*, the #1 journal for hotel rooms management! \*\*\*Important notice: This article is copyrighted by *The Rooms Chronicle* and may not be reproduced without permission of the publisher.\*\*\* College of Hospitality and Tourism Management, Niagara University, P.O. Box 2036, Niagara University, NY 14109-2036. Phone: 866-Read TRC. E-mail: editor@roomschronicle.com

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Dear Gail:

It seems that some guests choose to help themselves to items on top of our housekeeping carts. How can we minimize the “shrinkage” of soaps, shampoos, pens, and other amenity items from the housekeeper’s carts while the room attendant is busy servicing each guestroom with the door closed?

LC  
Schaumburg, IL



Dear LC:

Your experience is not something new to the lodging industry; housekeepers have been struggling to deal with this situation for several years. Oftentimes, when guests help themselves to amenity items it is because they need extra quantities of these items but are too embarrassed or reluctant to call guest services or the housekeeping department to ask for more. Sometimes it is because their room attendant failed to restock the stayover guestroom with a full compliment of soaps and shampoos. When guests “restock” amenities for themselves, this can make for difficult inventory control.

To minimize the shrinkage, TRC recommends that housekeepers’ carts should always be parked directly in front of the door of the guestroom that is currently being serviced, and not left down the hall away from the cleaning activities. The cart that is left unattended will likely be a target of more guest raids. Similarly, room attendants should always secure their carts in the housekeeping closet during meal and rest breaks.

During a recent stay aboard the *Hotel Queen Mary* in California, a TRC staffer took a picture of the housekeepers’ carts (see below). Notice the (well-worn) vinyl flip-up cover that envelops the top and open side of the cart. The cover helps keep the linens on the shelves clean from dust or other contaminants while discretely keeping amenity and cleaning supplies out of sight. Remember the old adage, out of sight — out of mind.

Pictured below: Vinyl covers such as the one seen here can help to keep linens clean and minimize guest raids from housekeeper’s carts.

