

***“No Cart” Housekeeping = Lost Productivity******Can hoteliers change this equation?******THE CHALLENGE***

It is understandable why hoteliers are abandoning the use of maid’s carts in their luxury guest corridors.

Traditional housekeeping carts are industrial in nature, typically overstuffed, unorganized and right in the guests’ sight during the room cleaning process. Soiled linen and trash accumulate in open bags connected to the ends of the carts, often spilling over onto the clean linen and supplies. Vacuums, brooms, mops, and plastic bags hang off of every available surface.

General Managers justifiably object to this downgrading of their hotels’ appearance.

Yet, abandoning maid’s carts has repercussions to room attendant efficiency and quality standards. “No cart” programs often result in a two to three room reduction in cleaning assignments.

***MOVING TO “INVISIBLE” HOUSEKEEPING***

The solution is “invisible” housekeeping rather than “no cart” housekeeping. Hostar International, Inc. has created a program which maintains a “cartless” appearance in the guest corridors while providing room attendants with a means to significantly improve productivity and quality.

The ProHost® Handy Supplier organizes cleaning tools, guestroom amenities and supplies while presenting a minimal profile in guest areas.



*ProHost® Handy Supplier*

Slim enough to go into guestrooms during the cleaning process, it allows housekeeping programs to meet quality standards and be truly invisible.

The program increases consistency and quality, while providing room attendants with an ergonomic work station that minimize the amount of trips to the housekeeping closets.

Distribution of daily linen and terry is organized into program-loaded totes carried in ProHost® reserve linen units. Parked in linen closets, the reserve linen units allow easy and accurate identification of items.

The program has proved popular with room attendants and managers who have struggled in the past with “no cart” programs.

The ProHost® Luxury & Boutique Program allows hoteliers to set a new standard for 5-star housekeeping operations:

***“Invisible” Housekeeping  
= Success***

**Gain Productivity  
and Service Quality  
on a Daily Basis**

**IMMEDIATE IMPACT**

System clients report that room attendants can complete daily assignments an average of 36 minutes faster using the ProHost® Handy Supplier program. The program eliminates many material handling events for room attendants and reduces the number of trips between guestrooms and linen closets during room make-up.

The time that room attendants previously devoted to linen and terry handling activities and extra trips to the linen closets can be reassigned to gain greater employee productivity and guestroom consistency and quality.

The ProHost® Handy Supplier program gives housekeeping managers the power to provide superior service to hotel guests.

**FEATURES & BENEFITS**

The ProHost® Luxury & Boutique program provides room attendants with a modern tool to improve guest service while simultaneously increasing productivity and employee morale.

- “Cartless” appearance in guest corridors during on-floor operations
- Efficiently reduces the number of trips to the housekeeping closet per room
- Ergonomic workstation reduces employee fatigue
- Furniture-grade equipment
- Small enough to bring in the guestroom during cleaning
- Carries a full day’s supply of guestroom amenities and supplies, pillowcases, wash cloths and hand towels
- Carries all cleaning tools and supplies
- Greatly reduces items to be retrieved from a linen closet



ProHost® Handy Supplier

**FINANCIAL IMPACTS**

- Improved productivity generated by the ProHost® System yields long-term savings
- Expense reductions are realized through centralization and improved inventory control
- Hostar International, Inc. delivers intelligent equipment combined with professional design and implementation service

*For more information, please contact us at 1-440-564-7400 or visit our website at [bostar.com](http://bostar.com).*

**ProHost® Luxury Suites & Boutique Program**

*Traditional "No Cart" vs ProHost® Handy Supplier Program*

Room Attendant Activity Travel Time Allocation per Day	Traditional "No Cart" Program	ProHost® Invisible Housekeeping Program
Number of trips to linen closet per room:	3 ~ 6	1 ~ 2
Average travel time per trip (minutes):	1.5	1.5
Total travel time per room (minutes):	4.5 ~ 9	1.5 ~ 3
Minimum travel time saved per guestroom:	<b>3 minutes per guestroom</b>	
Minimum travel time saved per 12 room assignment*:	<b>36 minutes daily</b>	

\* 12 room assignment is an average number of rooms for each room attendant