



Case Study:

The small change that reduced housekeeping costs by 7.4%

Introduction

We recently conducted a test with two select service hotels that resulted in a **7.4% decrease in housekeeping costs.**

The best thing about this change is that can be pretty easy to make. In fact, a lot of hotels may hear about this change, and think this is too simple.



Background

Virtually every hotel has a target number of minutes per room (MPR) for cleaning a guest room. Most hotels have one target for minutes per room because it's easy to manage. Our experience has shown that this is a mistake.



Over the past year, we've encouraged dozens of hotels to adopt flexible housekeeping metrics where every hotel has a minimum of two different minutes per room targets.

From this simple change, we have seen dramatic results.

Test Details

Earlier this year, we worked with one of our customers to conduct a controlled test with two select service properties. Both properties were in the same suburban market with a similar business mix and customer base. Both had been operating virtually identical housekeeping metrics right at their corporate target of 28 MPR.

Test Hotel: The General Manager and Executive Housekeeper reviewed the room cleaning procedure differences between guests staying over and those checking out. They were able to agree a flexible target of 20 MPR for a stay-over room and 30 MPR for a check-out room.

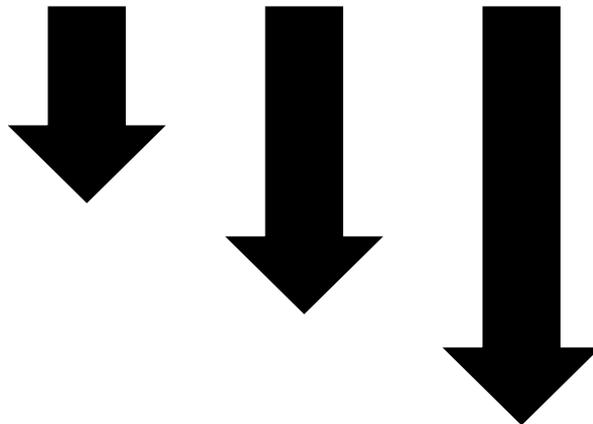
Control Hotel: We maintained their status quo of a flat target of 28 MPR.

Both hotel GMs used Hotel Effectiveness to monitor their labor efficiency, so there was no additional management time in either instance.

Test Results

The results were dramatic:

- The test property reduced its MPR from 28.2 to 26.1 (7.4%) while there was virtually no change in the control property
- There was no change in brand quality scores in either property
- There was lower staff turnover in the test property than in the control property



Conclusion

While this test is obviously too small to be scientific, the results are not surprising to us since we've seen it time and time again with a lot of hotels. When you make your housekeeping targets more specific to the work your employees are performing, they will perform better.

At a minimum, we suggest that every hotel should have reasonable goals for cleaning rooms for guests staying over and one for guests who are checking out.

If you'd like to see how Hotel Effectiveness makes it easy to implement flexible housekeeping and other labor cost controls, [click here](#) to schedule a demo!

About Hotel Effectiveness

Since 2007, Hotel Effectiveness is the only company that provides a complete suite of labor management products designed exclusively for the hotel industry. Their innovative approach and easy-to-use tools have helped hundreds of hotels achieve immediate results and incredible returns. From economy hotels to large convention hotels, their solutions are a fit for all types of properties. Hotel Effectiveness is used across every major hotel brand.



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