



OPERATIONAL GUIDELINES FOR KATH GUEST HOUSE

**KOMFO ANOKYE
TEACHING HOSPITAL**



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FORWARD

The Management of Komfo Anokye Teaching Hospital (KATH) has initiated several interventions and reforms geared toward improving efficiency in its service delivery at all levels. Key among them is the Operational Guidelines for the KATH Guest House.

This operational guideline will among other things serve as a framework to maintain standards in the operations of the guest house which serves as a comfortable place of stay for hospital guests. It is however opened to the general public.

It is the hope of management that, all staff, managers and clients of the guest house will be committed to the adherence of the guidelines spelt out in this document as it provides cutting edge services for clients to enjoy our hospitality.



.....
Ambassador Nana Effah-Apenteng
(Board Chairman)



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Prof. Otchere Addai-Mensah
(Chief Executive)

OPERATIONAL GUIDELINES FOR THE KATH GUEST HOUSE (PINE AVENUE)

The operational guidelines have been developed to guide the operations of the guest house. The guidelines have been developed to guarantee consistency, high quality service, ensure smooth operations, define roles, responsibilities and procedures on daily basis.

DESCRIPTION

The KATH Guest House is located in the centre of Kumasi, just about 2km from Adum. It offers a serene and comfortable environment with free Wi-fi access. The air-conditioned guest rooms at KATH Guest House are basically decorated and include a flat- screen TV with DSTV and refrigerator as well as a private bathrooms and free toiletries. Continental breakfast is provided every morning at KATH Guest House and guests can enjoy complementary water on arrival.

REGULATORY COMPLIANCE

The Guest House will cooperate with the underlisted agencies and comply with the rules and regulation of the agencies as spelt out by law.

1. Registrar General's Department
2. Ghana Tourism Board
3. Ghana Fire Service
4. Environmental Protection Agency
5. Ghana Revenue Authority

Certificates issued by the regulatory agencies shall be framed and placed at the reception. It is the duty of the Guesthouse Management committee to ensure timely renewal of all certificates and permits.

FINANCE

The following shall be the rules on finances of the operation of the guest house.

1. Funds shall be lodged into official hospital account through any of the Fidelity Bank payment outlets within 24 hours of receipt.
2. Guest of the facility must be issued official receipt of the Guest House.
3. General ledger account and financial report must be handled by the Deputy Director, Financial Reporting and Expenditure Control (FREC) and forwarded to the Chief Executive and Director of Finance.
4. Imprest amount approved by management shall be given to the Accountant of the Guest House and replenished when necessary.
5. Financial report shall be prepared and audited by Internal Audit and report to the Chief Executive and KATH Board.
6. Multiple form of payment including electronic shall be established for the convenience of guests.

NOTE: Failure to comply with Numbers 1 and 2 above shall constitute a major offense.

RULES ON RESERVATION

1. Room reservations shall be booked on a first-come, first-served basis. Reservations for rooms are accepted up to one month in advance.
2. Reservations shall be made by the guest or any other person on behalf of the guest.
3. Reservation staff shall check the availability of the requested type of room for the stated period
4. If room is available, reservation request shall be accepted or else shall be denied immediately
5. Determine the type of guest i.e., VIP/tourist/business traveler, the purpose of visit and the length of stay
6. Check-in at KATH Guest House starts from 1:00pm and check out time is at 12:00 noon. Additional fee of 10% shall be charged on the room after 2:00pm and full payment after 4:00pm.
7. Children of any age are welcomed. Children aged 13 years and above shall be considered adults at the guest house. However, there shall be no provision for cots and extra beds in the rooms of the guest house.

8. Guest should be assigned sequential numbers which shall be indicated in all transactions and future correspondence
9. Request for reservation for guest shall be accepted not later than 24hrs before the date of arrival.
10. Guests shall inform the Guest House in advance on their arrival.
Reservation is guaranteed 24 hours of arrival on payment of the rate per night.
11. Reservation request shall contain the following;
 - i. Full name of guest
 - ii. Date and time of arrival
 - iii. Type of room to be reserved
 - iv. Method of payment
 - v. National Identity (ID) Card
12. The guest house will assume no responsibility for the damage or loss of any merchandise or articles left in the facility, vehicles prior to, during or following a reservation.
13. There shall not be any cooking of any form in the guest room.
14. Guest shall not take the room keys out. It shall be deposited with the reception when a guest is going out of the hotel

HOUSE KEEPING

The guestroom is the main product of a hotel/guest house, as it contributes to more than 50 per cent of the total sales, making the profit percentage from room sales very high. The sale of a room means leasing the room for occupation for 24 hours at a pre-determined cost. Thus, a room sold on a particular day earns revenue for that day, and then it can be sold again, and again. Rooms are sometimes referred to as highly perishable commodities as rooms not sold for the day lose out on the revenue for that day.

In addition to earning revenues, guestrooms also have a role in the image-building of the hotel/guest house. Guests may stay in a hotel/guest house for pleasure, convenience, or from necessity. Whatever the reason for the stay, they will always expect a certain standard of service and comfort. It is hence essential for each and every hotel employee to understand the importance of a guestroom for a guest.

The housekeeping staff, in particular, has the responsibility of making the guestroom a home away from home for the guest.

The following shall be the responsibility of the housekeeping department

1. All rooms shall be cleaned daily/when necessary.
2. Bins (internal & external) shall be removed at least once a day, Kitchen bins should be taken out each night once the kitchen has been cleaned. Rooms should always smell immaculate and smell great
3. Bathrooms and kitchens shall always be thoroughly cleaned daily
4. Gas cooker(s), refrigerators, cabinets and sinks shall be clean and neat at all times
5. Cleaning of cobwebs around the top of walls and light fittings will be done monthly, while mopping of floors should be done daily or when necessary
6. Achieve the maximum possible efficiency in ensuring the care and comfort of guest
7. Establish a welcoming atmosphere and ensure courteous, reliable service from all the staff of the department
8. Provide linen in rooms, food service areas etc and maintain an inventory for same.
9. Cater for the laundry requirement of the guest house.
10. Deal with the lost and found articles.

FACILITIES AT THE GUEST HOUSE

Air-conditioned Rooms

The guest house shall provide air conditioning rooms and shall be non-smoking throughout. The facility shall provide linen, wardrobe or closet flat screen TVs with DSTV, refrigerators, safety deposit box and private bathrooms as well as free toiletries at the various rooms.

Disabled Guest Rooms

Disability friendly guest rooms at the ground floor shall be available for physically challenged guests.

Internet

The Guest House shall offer Free Wi-fi access to guests at all areas of the facility.

Security

Security is one of the issues that has to be taken into consideration when rendering a hospitality service. The afore listed guidelines shall be applied in the operation of the guest house

1. There should be a 24hr security provision for the Guest House, security personnel shall run a morning and an evening shift to ensure the maximum security of the facility. There shall be at least 8nr CCTV cameras installed at vantage points to aid the protection of staff, guest and property.
2. The guest house shall take responsible steps to ensure the safety and security of all guest and their possessions, however, guest shall retain final responsibility for their own safety and security
3. Guest shall keep doors and windows locked when absent and deposit the keys with the receptionist when absent
4. Wardrobes and lockers within rooms shall be locked at all times by guest, management will not be responsible for any lost item.
5. Disclaimer notice shall be pasted at vantage point of the guest house.

Parking Lot

1. Free private parking at the Guest House by guest and visitors is possible on site (reservation is not needed); however, parking should be orderly in other not to constrain other users of the parking lot.
2. Valuables/possessions shall not be left inside cars whilst they are parked, management will assume no responsibility for the damage or loss of any valuables/possessions left in the car.

Landscaping and Gardening

Green grass should be mowed thrice every month especially in rainy season and hedges should always be trimmed.

Catering

1. The guest house shall provide Bed & Breakfast (continental) service to all guest at no additional cost. Lunch and super will however be provided at a fee to the guest.
2. All on-site catering e.g., lunch and supper will be provided by the guest house at a fee.
3. Complementary water shall be provided on arrival and every morning. Additional drinks shall be available for purchase at the bar.

Pets

Pets may be allowed on request. Charges may be applicable.

MONITORING AND SUPERVISION

Staff of the Guest House will be monitored and supervised by the manager of the facility. Additionally, two staff of the hospital shall be appointed by hospital management to conduct periodic monitoring on weekly basis to ensure conformity with the operational guidelines.

The two appointed staff will also ensure that, staff of the guest house are well supervised to ensure the effective and efficient execution of their responsibilities.

The Accountant assigned by the hospital to the Guest House shall visit the facility twice a week to ensure financial compliance.

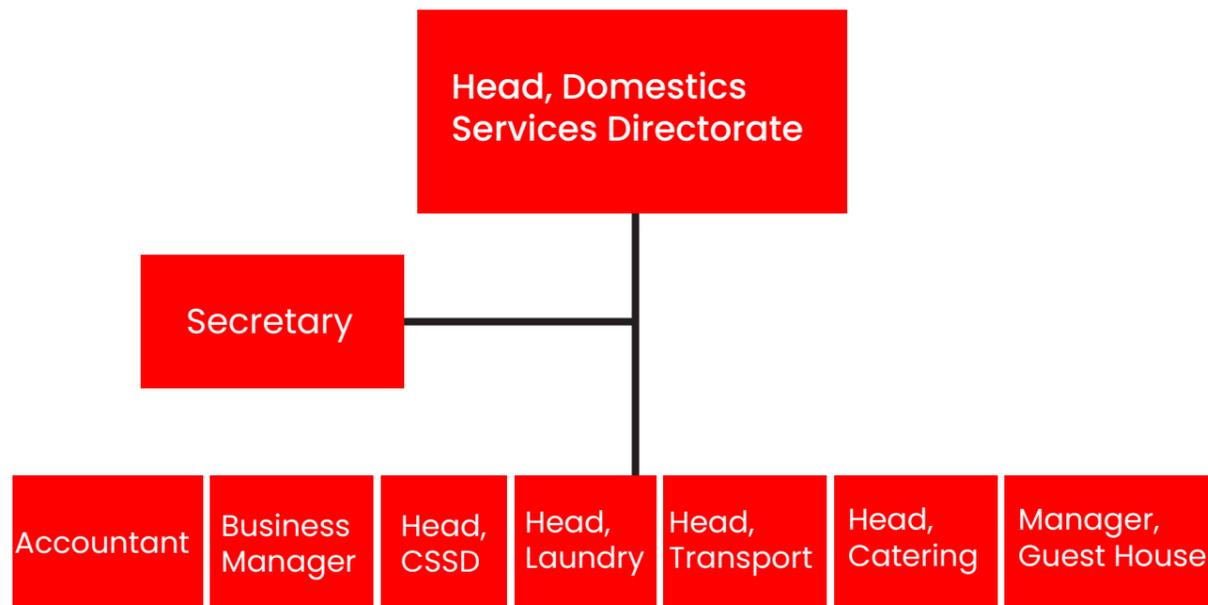
STAFFING AND DUTIES OF VARIOUS STAFF

To ensure multi-tasked job description, the following staff would be recruited:

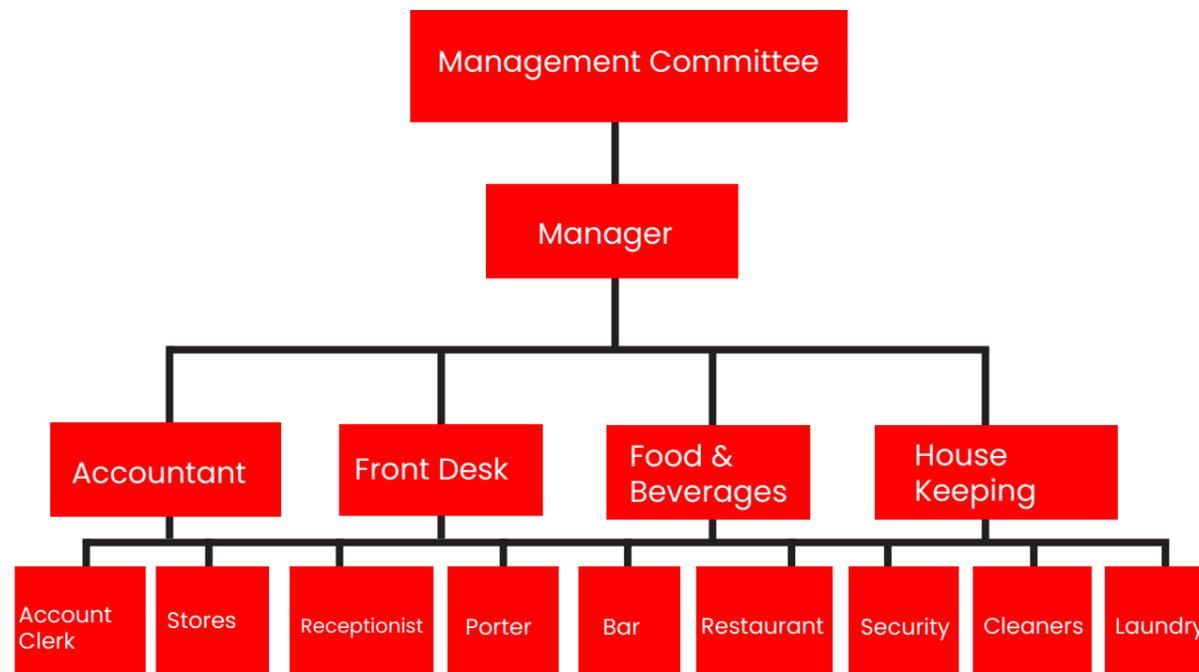
1. Manager
2. Assistant manager (should reside at the guest house)
3. Gardener
4. Cleaners (2)
5. Receptionist
6. Accountant

Additionally, the Guest House will rely on the Hospital's artisans including plumbers, carpenters, masons, electricians, air conditioner technicians to attend to faulty fittings and gadgets when necessary.

Organogram of Domestic Service Directorate



KATH Guest House



DUTIES

Manager

1. Supervise and oversee support staff and direct their daily duties
2. Keep track of lodging inventory and cleanliness
3. Maintain accurate and adequate records of incoming and outgoing guests
4. Ensure that, curtains, bed sheets, blankets and related items are properly cleaned/washed at all times
5. Ensure that defective fittings, fixtures and services are reported and corrected on timely basis
6. Address customer complaints and queries
7. Ensure compliance with health and safety legislation and licensing laws
8. Payment of utilities bills and other related charges when necessary
9. Ensure fix assets register shall be kept
10. Any other duties that may be assigned

Assistant Manager

1. Provide administrative and operational support to the manager.
2. Oversee the overall operations of the Guest House in the absence of the manager.
3. Manager and supervises night duties/activities and operations.

Gardener

1. Provide and maintain the floral decorations and landscaped areas of the guest house
2. Install landscapes and seasonal flower designs
3. Monitor and ensure plant health
4. Mow, trim and fertilize green spaces
5. Maintain all gardening equipment and machinery, like mowers and trimmers
6. Keep gardens and green spaces clear of debris and litter
7. Deal with pest problem that could damage plants
8. Any other duties that may be assigned.

Cleaner

The cleaner should execute the underlisted activities on daily basis

1. Perform various cleaning actions such as dusting, sweeping, vacuuming, mopping and removal of cobwebs
2. Maintain all cleaning equipment such as mops, sweeping brush and dusters
3. Spot cleaning of spillage
4. Empty and clean of bins
5. Clean washrooms and replenish toiletries
6. Follow all health and safety regulations
7. Damp-dust the wall skirting weekly
8. Damp-dust the banisters and handrails daily
9. Cleaning of the front desk and the lobby should be done at non-peak hours so as not to interrupt the flow of business.
10. Staircases shall be cleaned when there is least traffic. The appropriate way to clean staircases is to divide them in to half-length way and clean one half at a time
11. Any other duties that may be assigned

PROTOCOL ON RESERVATION FOR CENTRAL MANAGEMENT

The following shall be the guidelines for central management reservations:

1. Only central management shall have access to protocols, any other quest shall be treated same.
2. The Public Affairs Unit of the Hospital shall be solely responsible for making official reservations on behalf of the hospital.
3. All official reservations from the Hospital shall be made by a duly completed form indicating,2102
 - (i) Name(s) of guest
 - (ii) Organization
 - (iii) Date of arrival
 - (iv) Number of days
 - (v) Date of departure

GENERAL SUPPORT TO THE GUEST HOUSE

1. The Asset Registry Unit of KATH shall be engaged to code/engrave all the assets of the guest house and develop an asset register for the facility.
2. Officers/Artisans of the Hospital engaged on extra activities/duties at the guest house should be paid a monthly honorarium in order to facilitate quick response to emergency issues and weekend duties.
3. Official vehicle shall be assigned to the guest house.
4. Fixing of items/repair works must be done immediately when it is reported by a guest.

MEMBER OF MANAGEMENT COMMITTEE OF GUEST HOUSE

There shall be a four-member committee appointed by Central Management of KATH as follows:

- A Chairperson
- An Estate Officer
- An Accountant
- Manager of Guest House

ROLE OF MANAGEMENT COMMITTEE OF GUEST HOUSE

1. Efficient running and management of the facility.
2. Liaise between work force and management.
3. Shall be responsible to Management through the office of the Director of Administration.
4. Shall be paid allowance as approved by management.



CENTRE OF EXCELLENCE