




The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR ACCOMMODATION (CUEA/DVC ADM/HSK/01)	HOUSEKEEPER
	NO. OF APPENDICES:
	1 (ONE) (A)
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	DEPUTY VICE CHANCELLOR ADMINISTRATION
SIGNATURE	
DATE.	23 February 2011
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Revision	00		Date	9 th March, 2011
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NOTE:

1. Write amendments on the page provided (Clause 0.2)
2. Controlled copies of this document will be in the Sr. In Charge and DVC Administration's offices.

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0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/subclause</i>	<i>Title</i>

0.3 Distribution / Circulation


This Standard Operating Procedure is available at relevant functions for authorized users.

1.0 Purpose

This procedure aims at ensuring provision of clean and comfortable accommodation at CUEA that meets customer requirements.

2.0 Scope

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This procedure covers all accommodation services from the moment of booking to when the customer (guest) is cleared.

3.0 References

3.1 CUEA Quality Management Manual

4.0 Terms and Definitions

4.1 AMECEA - Association of Member Episcopal Conferences in Eastern Africa.

5.0 Principal Responsibility

The Housekeeper has the primary responsibility to ensure the implementation of this procedure.

6.0 Method

6.1 Upon receipt of accommodation inquiries through writing, email, telephone, fax, in person or any other method that may be used by the customer, the Housekeeper shall log it and seek further information such as number of guest, duration of stay and any special requirement.

6.2 For the following categories of guests (Seminars/Workshops/Conferences), the housekeeper shall ask for 75% down payment of the total charges.

- (a) A group of minimum of ten guests.
- (b) A group of guests that will stay for more than seven days.
- (c) A group of less than ten guests that will stay for more than seven days.

6.3 The requirement of 75% down payment shall be communicated to the person seeking accommodation by the Housekeeper. The Housekeeper shall also inform the customer that bills in excess of KShs 5,000 shall not be paid by cash but through CUEA bank account or by banker's cheque.

6.4 The Housekeeper shall seek approval from DVC Administration to accept the booking requests for Seminars/Workshops/Conferences

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6.4.1 If the DVC Administration does not approve, this shall be communicated to the Housekeeper, indicating reasons for the rejection. The Housekeeper shall inform the customer that accommodation will not be available.

6.4.2 If the DVC Administration approves the booking requests, this shall be communicated to the Housekeeper who shall communicate to the customers that accommodation is available. The Housekeeper shall also communicate the standard charges.

6.5 The Housekeeper shall keep records of bookings approved by DVC Administration in the Accommodation booking book. The records shall always be kept up to date to reflect the number of available rooms.

6.6 When the guest (customer) appears in person, the Housekeeper shall explain the accommodation services of room facilities including the standard meals and shall ask the guest if he/she has other requirements or special arrangements, for example special meals other than those on the standard menu.

6.6.1 If the guest requests for special meals, the housekeeper shall consult the catering department to determine how much extra charges the guest shall pay. The Housekeeper shall inform the guest of the variation of charges.

6.5. The Housekeeper shall keep the catering department updated about the number of guests to be catered for and any special meals required by the guest.


6.6. The Housekeeper shall prepare invoices for the guests and forward these to the Finance Department. The guests shall be instructed to make payments at the Finance Department.

6.8. Where guests decide to leave during public holidays, weekends and outside working hours, the Housekeeper shall receive payments and issue receipts and forward the monies/cheques to the Finance Department.

6.9. The Housekeeper together and the Finance Department shall ensure that no guest leaves without settling bills, unless special arrangements have been agreed upon for the bills to be settled later. Records of such agreements made shall be made on the unpaid accommodation bills register that shall be kept by the Housekeeper.

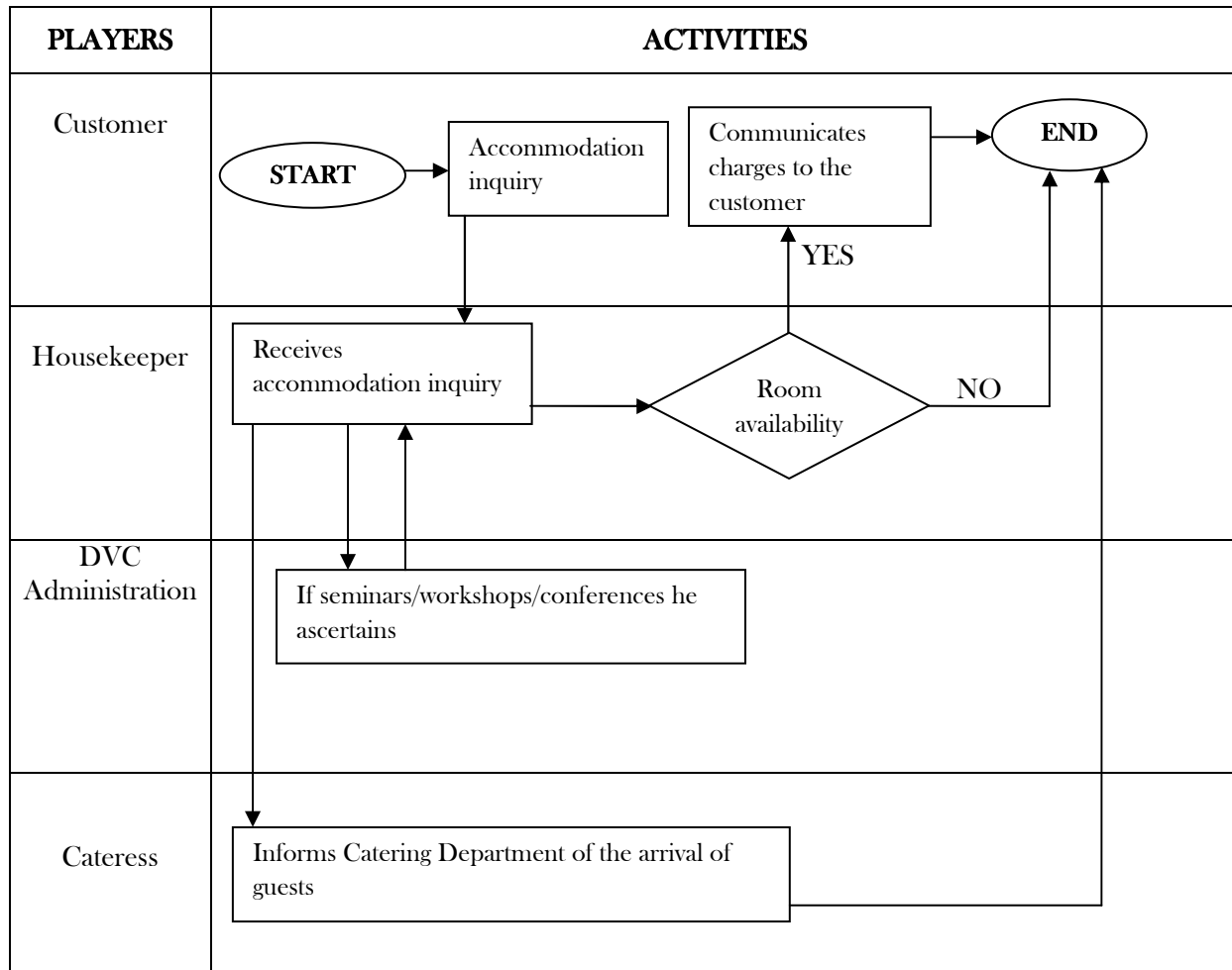
7.0 Appendices

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7.1 Appendix A: Process Maps

Appendix A: Process Map for Accommodation



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