

**FIGURE 7.2**

A typical lodging property organizational chart.

property. Housekeeping must coordinate its activities very closely with the front office as it maintains the cleanliness and readiness of guest rooms, corridors, and common public areas in addition to managing laundry facilities in many properties. Each time guests check-in, their rooms should appear as if no one else had ever used them. In fact, complaints about housekeeping are the number-one concern for travelers.<sup>29</sup>