

Over the last 30 years the profession of executive housekeeping has passed from the realm of art to that of scientific management.s Principles of Management Elements Functions Activities of Sequential Functions s Management Theory and the Executive Housekeeper s Normative Characteristics Exhibited by Housekeeping Employees s Motivation and Productivity Researching the Motives Selection Training Delegation: The Key to Managerial Success Tangibles versus Intangibles Rewards and Motivation s Management Theory and Housekeeping Administration s New Horizons in Management Employees Renamed and Empowered The Executive Housekeeper and Scientific ManagemeTravelers s Origins of Hospitality and Housekeeping Creating Proper Attitudes s Origins of Management Schools of Management Theory Managerial Temperament Satisfiers and Dissatisfiers Participative Management The Managerial Grid Situational Leadership So What Do Managers Do?Origins of Hospitality and Housekeeping Hospitality is the cordial and generous reception and en- tertainment of guests or strangers, either socially or com- mercially.Now, the execu- tive housekeeper and other housekeeping supervisory personnel are not only learning how to do such work but also how to plan, organize, staff, direct, and control housekeeping operations.In order to understand how the art melds with the science, we will trace the origins of professional housekeeping and of scientific management.They will need a clean and comfortable place to rest or sleep, food service, an area for socializing and meeting other people, access to stores and shops, and se- cure surroundings.Previously, professional housekeepers learned technical skills related to keeping a clean house.Americans have often been described as a people on the move, a mobile society; and since their earliest his- tory Americans have required bed .and board