

Over the last 30 years the profession of executive housekeeping has passed from the realm of art to that of scientific management.

Principles of Management

Elements Functions Activities of Sequential Functions

Management Theory and the Executive Housekeeper

Normative Characteristics Exhibited by Housekeeping Employees

Motivation and Productivity Researching the Motives Selection Training

Delegation: The Key to Managerial Success

Tangibles versus Intangibles Rewards and Motivation

Management Theory and Housekeeping Administration

New Horizons in Management Employees Renamed and Empowered

The Executive Housekeeper and Scientific Management

Travelers' Origins of Hospitality and Housekeeping

Creating Proper Attitudes

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 entertainment of guests or strangers, either socially or commercially. Now, the executive 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 secure 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 history Americans have required bed and board.