

HOUSEKEEPING

Water
C-H-A-M-P-I-O-N
Conservation Hotel And Motel Program
Southwest Florida
Water Management District



Progress Energy



American
Hotel & Lodging
Educational Institute



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Preface

Dear Housekeeping Employee:

Welcome! You have been selected for this training because your manager feels you are an important link in helping this organization conserve water and energy.

This book has been written so that you can complete it in a short time. The important thing is to read the material carefully, understand it and, where applicable, apply it to your job.

In the following pages, you will find detailed housekeeping procedures and information on conserving water and energy in the hospitality industry.

Keep this book near your work location for reference. Many of the tips require little effort, but by following these simple steps you can become an important part of helping to protect the environment and conserve our natural resources. You are encouraged to work with your supervisor to identify water-saving and energy-saving opportunities in your work area.



The Role of Housekeeping in Hospitality Operations

Efficiently managed housekeeping departments ensure the cleanliness, maintenance and aesthetic appeal of lodging properties. The housekeeping department not only prepares clean guest rooms on a timely basis for arriving guests, it also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. These are no small tasks, especially in light of the following statistics.

There are an estimated 46,000 lodging properties in the United States, with a total of 3.5 million guest rooms available for sale each day of the year. Assuming that, on average, 65.5 percent of the rooms available are actually occupied by guests, hotel housekeeping departments are responsible for cleaning 2,292,500 guest rooms each day. If, on average, a room attendant cleans 15 rooms a day, then there are at least 152,833 room attendants employed each day in housekeeping departments across the United States. Add to this figure the management staff of housekeeping departments; the housekeeping employees assigned to clean public spaces, back-of-the-house areas, meeting rooms and banquet rooms; and the other housekeeping employees working in the hotel's linen and laundry rooms, and it's easy to see why there are usually more employees working in the housekeeping department than in any other hotel department.

The tasks performed by a housekeeping department are critical to the smooth daily operation of any hotel. They also play an important role in the Southwest Florida Water Management District's Water Conservation Hotel And Motel Program (Water CHAMP). Housekeeping is key to the guests' involvement in water conservation — by placing the Water CHAMP materials in visible places in the guest rooms, the guests are given an opportunity to help conserve our water resources.



Conserving Water and Energy

First of All, What Is Conservation?

We hear the word “conservation” a lot these days, especially when it comes to water, fuel, energy and money. Many people think conservation means doing without. But, it actually means to use something carefully or sparingly, avoiding waste.

Why Is Conservation So Important?

When we wash our hands or turn on the lights, few of us stop to think where the water and energy come from. We all know there is a water company and a power company, but we don’t really think about how these companies get the water and electricity that we use. Because we aren’t thinking about where they come from, we rarely think about the possibility of using up our sources of water and energy. Even though we tend to think we will always have enough, our supplies of water and energy are NOT limitless.

Did you know that most of the earth’s surface is water, but only 1 percent is usable fresh water? Approximately 97 percent of the earth’s water is salt water (oceans and seas), which contains too many minerals for humans to use untreated, and 2 percent of our water is “locked up” in ice caps and glaciers, leaving only 1 percent as usable fresh water.

Of the 1 percent usable fresh water, much is wasted through leaks or is polluted and can’t be used for anything. This can lead to dangerously low reserves of water when we have a period of drought. We must get into the habit of conserving water when we have an adequate supply, which will help ease the problems when there is a water shortage. In addition, conserving water helps save money because you use less energy to run the appliances that use water.



For the most part, energy comes from sources such as petroleum and coal (fossil fuels): coal and natural gas provide electricity; gasoline powers our automobiles. But these are nonrenewable resources, which means we will run out of them in the foreseeable future. Some oil companies estimate that our petroleum resources will be gone within 100 years! Conserving energy helps conserve the resources that we use to create energy. And, as with water, conserving energy helps save money.

Florida's Water and Energy Supply

The previous paragraphs explained the water and energy situation for the world. But where does Florida fit in the big picture?

Water

The importance of water to Florida cannot be overstated. We know that all living things depend on clean, fresh water as part of their basic needs for health and survival. In addition, people need water for drinking, cleaning, washing, recreational activities and many other uses. West-central Florida is a popular place for residents and visitors. Every year, more people decide to move to Florida. This means that more water is needed to meet current and future demands. So why is this a problem?

Most of our water supply comes from ground water that is pumped from underground aquifers. Other water comes from surface water bodies such as lakes, streams and rivers. As more people move into our area, the demand for water increases and this puts additional stress on our water sources. Alternative sources such as desalination and reclaimed water will help provide additional water, but it is up to each of us to help balance our water demands while protecting the environment. Practicing water conservation is one way that we can take an active role in making sure we always have enough clean water.



Energy

Florida's economy and quality of life depend on a secure, adequate and reliable supply of energy. Nationwide, demand for energy and transportation fuel is outpacing supply. As the fourth most populous state, Florida ranks third nationally in total energy consumption.

With approximately 18 million citizens and nearly 1,000 new residents arriving daily, Florida is one of the fastest growing states in the nation. Because of its expanding economy, current forecasts indicate that Florida's electricity consumption will increase by close to 30 percent over the next ten years. To maintain Florida's growing economy and quality of life, it is vital that we all do our part in saving as much energy as we can.

Quick Tips for Conserving Water and Energy at Home and at the Workplace

Conserving Water

We need to save water every way we can. If we don't conserve, we're pouring water — and money — down the drain. The average person in west-central Florida uses about 115 gallons of water each day. Water consumption can be reduced by taking just a few simple steps.

In the bathroom:

- Flush less — remember the toilet is not an ashtray or wastebasket.
- While brushing teeth, shaving, etc., turn off the water.
- When cold water will do, avoid using hot water.
- Take shorter showers — 5 minutes or less.



- In the shower, wet yourself down, turn the water off, lather up, then turn the water on to rinse off soap.
- Use less water for bathing — close the drain first and fill tub only one-third full. That initial burst of cold water will be warmed by the hot water as the tub fills.

In the kitchen:

- Operate the dishwasher only when you have a full load.
- Scrape, don't rinse, your dishes before loading in the dishwasher.
- When purchasing a dishwasher, consider a water- and energy-efficient Energy Star model.
- Use your garbage disposal sparingly and start composting your kitchen waste.
- Thaw frozen food in the refrigerator or microwave, not under running water.
- Store drinking water in the refrigerator instead of letting the tap run while you wait for cool water to flow.
- When washing dishes by hand, fill one sink or basin with soapy water and fill the rinsing sink to one-third or one-half full — avoid letting the water run continuously in the rinsing sink.

In the laundry:

- For washers with variable settings for water volume, select the minimum amount required per load.
- If load size cannot be set, operate the washer with full loads only.
- Use the shortest wash cycle for lightly soiled loads; normal and permanent press wash cycles use more water.
- Check hoses regularly for leaks.
- Pretreat stains to avoid rewashing.
- Use cool water cycles for washing clothes whenever possible.



- Purchase a water- and energy-efficient washer with an Energy Star label.
- Purchase an energy-efficient Energy Star dryer — the higher the energy factor number, the higher the efficiency.

Outdoors:

- Do not leave sprinklers unattended. Use a kitchen timer to remind yourself to turn sprinklers off.
- Water slowly to reduce runoff and to allow deep penetration.
- Follow local watering schedule/restrictions for your address.
- Dig out water-loving weeds and cultivate soil often.
- Cover your spa or pool to reduce evaporation.
- Use a rain barrel to collect rainwater. Rainwater is free and is better for your plants because it doesn't contain hard minerals.
- Do not hose down your driveway or sidewalk. Use a broom to clean leaves and other debris from these areas.
- Use a shutoff nozzle on your hose that can be adjusted down to a fine spray so that water flows only as needed. When finished, turn it off at the spigot instead of at the nozzle to avoid leaks. A garden hose without a shutoff nozzle can pour out 530 gallons of water in an hour.
- Avoid purchasing recreational water toys that require a constant stream of water.
- Consider using a commercial car wash that recycles water. If you wash your own car, park on the grass, use a bucket of soapy water and use a hose with a shutoff nozzle.
- Avoid the installation of ornamental water features (such as fountains) unless the water is recycled.
- If you have a swimming pool, consider a new water-saving pool filter; and for a residential pool, consider installing automatic controls (timers) to the pool pump to reduce the number of hours the pump is run each day.



Conserving Energy

Whenever you save energy, you not only save money, you also reduce the demand for such fossil fuels as coal, oil and natural gas. Less burning of fossil fuels also means lower emissions of carbon dioxide (CO₂), the primary contributor to global warming and other pollutants.

You do not have to do without to achieve these savings. There is now an energy-efficient alternative for almost every kind of appliance or light fixture. That means that consumers have a real choice and the power to change their energy use on a revolutionary scale.

The average American produces about 40,000 pounds of CO₂ emissions per year. Together, we use nearly a million dollars worth of energy every minute, night and day, every day of the year. By exercising even a few of the following steps, you can cut your annual emissions by thousands of pounds and your energy bills by a significant amount!

Saving Gasoline:

- Avoid topping off your tank.
- Drive more slowly. The 20 miles per gallon you get at 55 mph becomes only 16 mpg or less at 75 mph.
- Remove extra weight from the car.
- Avoid using roof racks and remove when not in use.
- Use cruise control on highway trips.
- For any stop lasting more than a minute, shut off the engine.
- Using the air conditioner when driving more than 40 mph uses less fuel than having windows open.
- Underinflated tires can decrease fuel economy.
- Carpool if possible.
- Combine errands to reduce the number of trips.



Saving Electricity:

- Set your thermostat at 78 degrees or higher in the summer and at 70 degrees or lower in the winter. Each degree can save 7 to 9 percent on your heating and cooling costs. Consider installing a programmable thermostat to adjust air conditioning temperatures automatically, especially if your home is unoccupied during the day.
- Change air conditioner filters monthly.
- Use clothes washers, dryers and dishwashers during off-peak hours (before noon or after 6 p.m.) during the summer months.
- Use ceiling and portable fans to keep air moving when rooms are occupied. Turn them off when rooms are unoccupied.
- Close blinds, drapes and shades during the hottest part of the day.
- Take showers instead of baths, and regulate the temperature by decreasing the amount of cold water instead of adding hot water.
- Clean the coils of your refrigerator.
- Fix leaky gaskets on your refrigerator door.
- Use your microwave or countertop appliances instead of oven or stove.
- Replace incandescent bulbs with compact fluorescents.
- Plug home computers, TVs and VCRs into power strips, and turn power strips off when equipment is not in use.
- Turn off lights whenever you leave a room.
- Look for the Energy Star rating when shopping for appliances and other electrical devices such as computers, light bulbs, etc.
- Contact your local utility to see if they have programs and/or financial incentives to help you improve the energy efficiency of your home or facility, especially if you are considering replacing your air conditioning or adding insulation or window film.



Southwest Florida Water Management District — Water Conservation Hotel And Motel Program (Water CHAMP)

Tourists flock to Florida to enjoy its numerous water recreations, including vast stretches of sandy beaches, hidden fishing holes, cool springs to beat the hot sun and meandering rivers perfect for scenic canoe trips.

But with almost 18 million permanent residents and more than 85 million vacationers every year, some of Florida's seemingly endless and pristine water resources have begun to show signs of negative human impact.

As part of a larger effort to help conserve and protect Florida's water resources, the Southwest Florida Water Management District (District) introduced the Water Conservation Hotel And Motel Program (Water CHAMP) in Pinellas County in 2002 as a pilot program. The goal was simple: encourage the county's hospitality industry and their guests to help save Florida's water resources.

The program was a success by all measures. A water survey of 71 participating properties showed that Water CHAMP saved a total of 50 million gallons of water in one year. That's enough water to supply 1,100 people with water for a year.

The savings were also financial. Participating hotels and motels saved an average of 20–30 percent on laundry costs with no net loss in staff time or work. In addition, the guests said that they applauded the hotels' and motels' efforts to save water. This kind of good publicity goes a long way.

With such success, it only made sense for Water CHAMP to spread into other counties within the District. This important program is now available for free to all hotels and motels throughout all 16 counties in the District.

Water CHAMP materials (see page 14) consist of a towel card, a linen card, a table brochure, an environmental self-audit checklist and a training videotape (in English and Spanish). The towel card instructs the guests to hang up their



towels if they would like to reuse them, or they can throw them on the floor if they would like fresh towels. Likewise, the linen card instructs the guests to place the card on their pillows if they want their linens changed that day or, if they do nothing, their linens will be changed on the third day of their stay. In addition, the table brochure gives the guests water and energy conservation tips for their stay. Finally, the videotape and checklist are training tools to be used by the hotel staff to implement the program and assess their current water conservation practices.

The following Water CHAMP checklist provides recommendations for implementing the program. Please remember that you may modify the basic program to suit your property's needs.

Water CHAMP Implementation Checklist

Staff Training

Review training video with:

- ☐ General manager
- ☐ Front desk staff
- ☐ All housekeeping staff

Housekeeping procedures card

- ☐ Review with housekeeping staff.
- ☐ Supply card for each housekeeping cart.

Front desk and lobby

- ☐ Place one or more environmental table brochures in the lobby and on the front desk to increase guest awareness of the program.

Overall property

- ☐ Require that all relevant personnel review the environmental self-audit checklist. This checklist contains 32 pages of "green" ideas to help the environment and save your property money.



Water CHAMP Implementation Checklist (continued)

In-Room Materials

Pillow cards may be placed in the following locations:

- ☐ On guest's pillow (recommended)
- ☐ On nightstand next to bed
- ☐ Other _____

Door hangers may be placed in the following locations:

- ☐ On towel rack in bathroom (recommended)
- ☐ On front of bathroom door (guest may not see card here)
- ☐ Other _____

Environmental table brochures may be placed in the following locations:

- ☐ On armoire next to television (recommended)
- ☐ On desk in room
- ☐ On top of television
- ☐ Other _____

Guest comment cards may be placed in the following locations:

- ☐ On desk in room
- ☐ On nightstand next to bed
- ☐ At front desk to be filled out upon checkout



Linen Reuse — Third-Day Definition

Determine how you will define the third day. Below are some suggestions on how to implement this part of the program. Any of these options may work for you, or you may create your own. Of course, you will want to change all linens after a guest checks out.

- ☐ Choose the checkout day during the week with the highest volume and change all linens on this day and the third day following. For example, if your biggest checkout day is Sunday, then change all linens on Sunday and Thursday (recommended).
- ☐ Identify the third day of a guest's stay by pulling up guest information daily in your guest tracking system.
- ☐ Change linens only when a guest places the pillow card on the bed.
 - ☐ Other _____
- ☐ Determine the way you will indicate to your housekeeping staff that the third day has arrived.
- ☐ Check your computer system to determine who stayed 3+ days.
- ☐ Place a calendar in the laundry area with the days marked when all linens are to be changed (recommended).
 - ☐ Other _____



Guest Response

- ☐ Please stamp or write the name of your business on the self-mail guest comment cards to ensure that you receive your guests' comments.

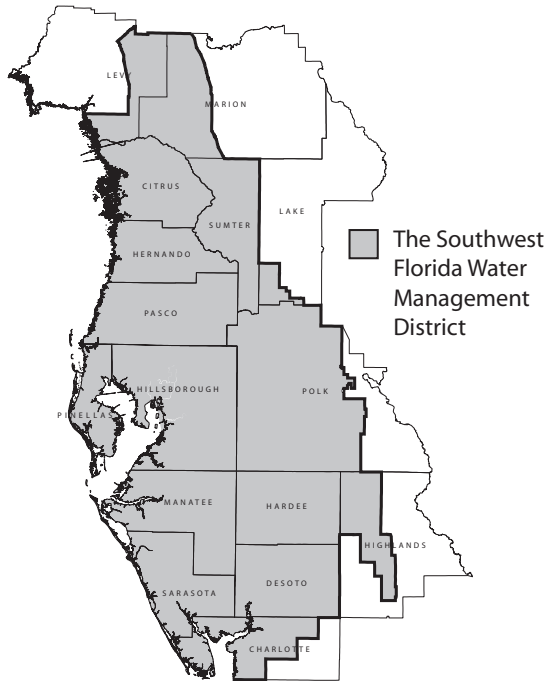
Program Maintenance

- ☐ Schedule regular audits of your guest rooms. Look for leaks in the sink, toilet and shower, and check to see if program materials need to be replaced.
- ☐ Schedule a time each week to check your stock of materials. When you need to order more materials, please contact the Water CHAMP coordinator at 1-800-423-1476 (FL only) or (352) 796-7211, ext. 4782. The materials are free and available while supplies last.

Water CHAMP Materials



* Available only in certain areas



Guest Room Cleaning

Introduction

No other feature or service provided by a property will impress the guest more than a spotlessly clean and comfortable guest room. The condition of the guest room conveys a critical message to guests. It shows the care that the property puts into creating a clean, safe and pleasant environment for its guests. This places a big responsibility on the housekeeping department. After all, the guest room is the main product that a property sells. Housekeeping plays a greater role than any other department in ensuring that this product meets the standards that guests need and expect.

To maintain the standards that keep guests coming back, room attendants must follow a series of detailed procedures for guest room cleaning. A systematic approach can save time and energy — and reduce frustration. In this respect, room cleaning procedures not only ensure quality for the guest, but ensure efficiency and satisfaction for the employee performing the task. The sequence of room cleaning consists of preparatory steps, actual cleaning tasks and a final check. Room inspections are also an integral part of the overall process of guest room cleaning. In some properties, the responsibilities of room attendants extend to providing special services and amenities. Regardless of the range of services, a room attendant should recognize the value and logic behind the organization of cleaning activities. Adhering to a careful routine can save time and ensure a professional job.





Preparing to Clean

In most properties, the room attendant's workday begins in the linen room. The linen room is often considered the headquarters of the housekeeping department. It is here that the employee reports to work; receives room assignments, room status reports and keys; and checks out at the end of his or her shift. Here, too, the room attendant prepares for the workday by assembling and organizing the supplies that are necessary for cleaning.



Assembling Supplies

Like most craft workers, a room attendant requires a special set of tools to do his or her job. For the professional room attendant, these tools come in the form of the various cleaning supplies and equipment, linens, room accessories and amenities that are necessary for preparing a guest's room.

In a sense, the room attendant's cart is like a giant toolbox stocked with everything necessary to do an effective job. Just as a carpenter would avoid going on-site with an inadequate supply of wood and nails, so would a room attendant avoid going to an assigned room with an inadequate supply of cleaning items.

A well-organized and well-stocked cart is key to efficiency. It enables the room attendant to avoid wasting time looking for a cleaning item or making trips back to the linen room for more supplies. The specific amounts of items loaded onto a cart will vary according to the types of rooms being cleaned, the amenities offered by the property and, of course, the size of the cart itself. A room attendant's cart is generally spacious enough to carry all the supplies needed for a half-day's room assignments.



Ask Gail — Start of Day

Dear Gail:

Any tips to help avoid mass confusion in housekeeping in the morning when everyone is trying to sign in? What a mess with room attendants waiting for keys, grabbing rags and fighting over spray bottles.

D.B., Boston, MA

Dear D.B.:

It's easy to start the day if you are prepared before the rush. Fill the bottles and restock carts or caddies in the evening so that a room attendant does not have to search for supplies.

Have assignment papers written and laid out on the desk with the necessary keys on top of each paper. Room attendants should form a line to be handled one at a time. The room attendant signs in (or punches in), signs the key control log, receives the keys and assignment, and moves on to another window or counter to pick up the supply caddy.

Smaller properties put the assignment sheet and keys in the caddy to simplify handing out equipment. Larger properties stagger the start times so that labor hours are not wasted by employees waiting to begin. For example, at an 800-room property, three groups can be started 15 minutes apart.

Source: The Rooms Chronicle, Volume 2, Number 4.
For subscription information, call (866) 732-3872.



Stocking the Cart. Carts are typically stored in the linen room along with the housekeeping supplies. In large properties, supplies are often centralized in a particular area and issued to room attendants each morning. Most carts have three shelves — the lower two for linens and the top for supplies. It is just as important not to overstock a cart as it is not to understock. Overstocking increases the risk that some items will be damaged, soiled or stolen in the course of cleaning. Items typically found on a room attendant's cart include the following:

- Clean sheets, pillowcases and mattress pads
- Clean towels and washcloths
- Clean bathmats
- Toilet and facial tissue
- Fresh drinking glasses
- Soap bars
- Clean ashtrays and matches
- Extra Water CHAMP pillow cards, towel cards and brochures to replace old and battered ones or those that have been lost or removed.

In most cases, all the cleaning supplies for the guest room and bathroom are positioned in a hand caddy on top of the cart. This way, the room attendant does not have to bring the entire cart into the room in order to have easy access to supplies. Items conveniently stocked in the caddy may include:

- All-purpose cleaner
- Window and glass cleaner in a spray bottle
- Bowl brush
- Leak detector tablets for toilets
- Dusting solution
- Cloths and sponges
- Rubber gloves



A laundry bag for dirty linens is usually found at one end of the cart and a trash bag is at the other. A broom and vacuum are also positioned on either end of the cart for easy access. For safety and security reasons, personal items and room keys should not be stored on the cart.

Exhibit 1 (page 20) illustrates one efficient stocking arrangement for a room attendant's cart. In all cases, carts should be stocked according to a property's specifications. Room attendants must also be sure to stock the proper eye, hand and face protection. Each property should inform room attendants of its policies regarding the use of such protective gear and for handling cleaning chemicals.

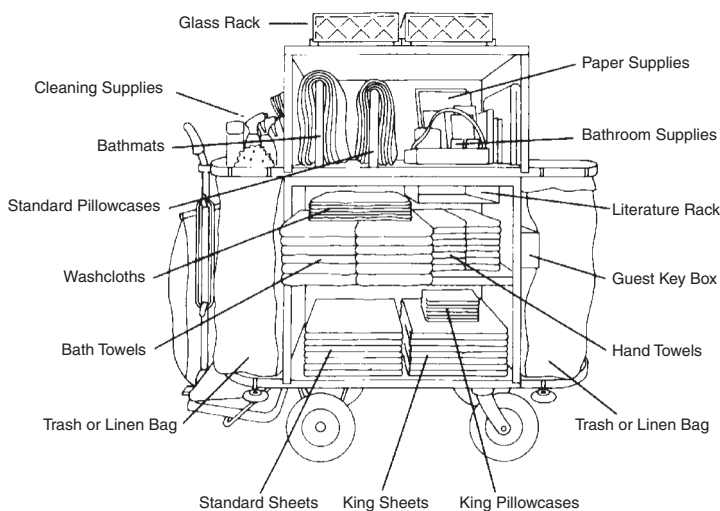
Alternative Carts. Some hotels now use an integrated transporting and storing system as an alternative to the traditional room attendant cart. The equipment is modular in design and consists of various containers, caddies and shelves that can be easily removed and arranged within a larger service cart. These components are loaded to convenient levels to allow for the efficient movement of linens and supplies when servicing guest rooms. Like a boxcar, a separate, detachable component accompanies the main unit and is used to catch trash and soiled linen.

These carts are furniture-grade in appearance and can be secured with a locking tambour door. Given these unobtrusive features, some properties preload carts and deliver them directly to guest room floors for pickup by the room attendants. Among other advantages, these carts are lightweight and easy to clean.



Exhibit 1

Sample Stocking Arrangement for Room Attendant's Cart



Courtesy of Holiday Inn Worldwide

Room Assignments

After assembling supplies, the room attendant is ready to begin cleaning guest rooms. The order in which he or she cleans rooms will be determined by the room status report.

The room status report (sometimes called the housekeeping report) provides information on the occupancy or condition of the property's rooms on a daily basis. It is generated through two-way communications between the front office and the housekeeping department. For example, when a guest checks out, the front desk notifies housekeeping by phone or through a computer system. In turn, once a room is clean and back in order, the flow of information is reversed so the front office will know the room is again ready for sale.



The room status report is generally easy to read and uses simple codes to indicate room status. There are several categories of room status, but, for the most part, a room attendant's cleaning schedule will be determined by these three:

Check-out: A room from which the guest has already checked out

Stayover: A room in which the guest is scheduled to stay again

Due-out: A room from which a guest is due to check out that day

Another designation commonly used is *early makeup*. This refers to rooms for which a guest has reserved an early check-in time or to a request for a room to be cleaned as soon as possible. Abbreviations used to indicate these categories on the room status report will vary from property to property.

A floor or shift supervisor uses information from the room status report to draw up room assignments for housekeeping personnel. Room assignments are generally listed according to room number and room status on a standardized form. The number of rooms assigned to a room attendant is based upon the property's work standards for specific types of rooms and cleaning tasks. The room attendant uses the assignment sheet to prioritize the workday and to report the condition of each assigned room at the end of the shift. In the sample form illustrated in Exhibit 2 (page 22), room attendants are provided space to make written comments on each room and to indicate room items needing repair.

After reviewing the assignment sheet, a room attendant will have a sense of where he or she should begin cleaning. For the most part, the order in which rooms are cleaned is the order that best serves guests. Check-outs are usually done first so the front office can sell the rooms as guests arrive. The exceptions to this rule are rooms needing early makeup. In most properties, early-makeup rooms are cleaned before check-outs. After early makeups and check-outs, a room attendant will generally clean stayovers. Due-outs are usually the last rooms cleaned. Sometimes, room attendants may be able to wait until the guest has actually checked out to avoid duplication of efforts.



In all cases, the room attendant should avoid disturbing the guest. A Do Not Disturb sign clearly indicates that the room attendant should check back on the room later in the shift. Other rooms that room attendants must delay servicing include rooms double-locked from the inside. Many properties have room attendants leave a card on the door indicating that attempts at service have been made. These cards may also offer fresh towels or service later in the evening. Usually, a room attendant will report such rooms to department headquarters if he or she is unable to service the room by 2 or 3 p.m.

When a guest refuses service, a floor supervisor or other management person should call to arrange a convenient time for cleaning. Such calls are also made to check that the guest is not experiencing a situation that requires intervention, such as a serious illness or accident. Upon contacting the guest, the floor supervisor or manager should also ask the guest if he or she would like fresh towels and soap. In many hotels, the guest is asked to initial the supervisor's report to indicate that he or she refused service. Under no circumstances should a room remain unserviced for more than two days without the approval of the general manager.

Honoring Do Not Disturb Signs

By Mary Friedman

Imagine a Do Not Disturb (DND) card upon which a guest has written "THIS MEANS YOU!" Finding this at one hotel prompted a meeting with a quick review about just what a Do Not Disturb card means. It does not mean "Knock, please," or "Hide the sign on your cart and knock loudly," or "Make a lot of noise in the hall by my door." It does mean, "Please don't bother me, come back later." The following procedures can be followed to assure the guest's privacy:

1. Do not disturb a DND before check-out time.
2. After check-out time, notify a supervisor that a DND card is still on the room door. The supervisor will telephone the room to inquire if the guest would like service. If there is no answer, the supervisor will check with the front desk to verify the status of the room.
3. If the guest has checked out, the room attendant may enter the room.
4. If the guest is staying over, a note should be slipped under the door:

Dear Guest:

To honor your Do Not Disturb sign, we did not enter your room today. If you require fresh towels or other services, please call extension xxx.

Thank you.

5. If the status of the room is in question, a manager should knock and enter the room.

Source: The Rooms Chronicle, Volume 2, Number 3.
For subscription information, call (866) 732-3872.



Cleaning the Guest Room

Room attendants must follow a system to consistently produce spotlessly clean guest rooms. A systematic plan saves time and can prevent the room attendant from overlooking a cleaning task — or even from cleaning an area twice.

To be most effective, guest room cleaning should follow a logical progression from actually entering the guest room to the final check and departure. Exhibit 3 (below) shows a task list of all tasks room attendants might perform at a property from the time they arrive until the time they leave. The easiest and most direct manner to explain these guest room cleaning tasks is from the perspective of the room attendant.

Exhibit 3

Sample Room Attendant Task List

1. Use room assignment sheet
2. Get guest amenities for assigned rooms
3. Get cleaning supplies for assigned rooms
4. Keep cart and work areas organized
5. Enter the guest room
6. Prepare the guest room for cleaning, using minimum lights
7. Listen for leaks
8. Begin to clean the bathroom
9. Clean the tub and shower area
10. Clean the toilet
11. Clean the sink and vanity
12. Clean the bathroom floor



Exhibit 3

Sample Room Attendant Task List (continued)

13. Finish cleaning the bathroom
14. Display Water CHAMP towel card on or near towel rack
15. Clean the guest room closet
16. Make the bed
17. Display Water CHAMP pillow card on pillow or nightstand
18. Dust the guest room
19. Replenish supplies and amenities
20. Clean windows, tracks and sills
21. Display Water CHAMP table brochure
22. Put finishing touches on the guest room
23. Vacuum the guest room and report room status
24. Close draperies and shades
25. Reset thermostat to recommended setting
26. Remove obstructions to heating/cooling units
27. Turn off guest room lights
28. Exit the guest room
29. Correct cleaning problems found during inspection
30. Complete end-of-shift duties
31. Rotate and flip mattresses
32. Set up or remove special guest service equipment
33. Clean multiroom guest suites
34. Provide evening turndown service
35. Inform maintenance or supervisor of any leaks

The order of tasks may vary among properties.



Cleaning Rooms in Order

By Mary Friedman

To run the housekeeping department as efficiently as possible, it would make sense to instruct room attendants to begin with Room 101 and clean their way down the hall — Room 102, 103, 104 and so on. But hotels are about hospitality first and efficiency second. This means we must be considerate of the guests, both those who are staying in our rooms and those who are about to arrive. The following priority of room assignments generally works well to meet everyone's needs:

1. Guest requests for early cleaning
2. VIP rooms (before 11 a.m., when possible)
3. Vacant, dirty
4. Rooms with signs to "Please Make Up My Room"
5. Other stayovers

Save for last those rooms which are due to become check-outs, but from which guests have not yet departed. Otherwise the staff has to clean the rooms twice.

Source: The Rooms Chronicle, Volume 2, Number 3.
For subscription information, call (866) 732-3872.



Entering the Guest Room

Guest room cleaning begins the moment the room attendant approaches the guest room door. It is important to follow certain procedures when entering the guest room that show respect for the guest's privacy.

When approaching a guest room, first observe whether the guest has placed a Do Not Disturb sign on the knob. Also, be sure to check that the door is not double-locked from the inside. If either condition exists, respect the guest's wishes and return later to clean the room. If this is not the case, knock on the door and announce "Housekeeping." Never use a key to knock since it can damage the surface of the door. If a guest answers, introduce yourself and ask what time would be convenient to clean the room. Note that time on your status sheet or schedule. If no answer is heard, wait a moment, knock again and repeat "Housekeeping." If there is still no answer, open the door slightly and repeat "Housekeeping." If the guest does not respond after this third announcement, you can be fairly certain that the room is empty and can begin to enter. However, just because a guest doesn't answer doesn't always guarantee that a guest is not in the room. Sometimes the guest may be sleeping or in the bathroom. If this is the case, you should leave quietly and close the door. Should the guest be awake, excuse yourself, explain that you can come back later, discreetly close the door and proceed to the next room.

When you do finally enter, position your cart in front of the open door with the open section facing the room. Doing so serves a triple purpose: it gives you easy access to your supplies, blocks the entrance to intruders and, in the case of stayovers, alerts returning guests of your presence. If the guest does return while you are cleaning, offer to finish your work later. Also, make sure that it is, in fact, the guest's room, by checking his or her room key. This is done for security purposes to prevent unauthorized persons from entering the room.

Open or Close the Door During Guest Room Cleaning?

By Wendell H. Couch

Old Habits Are Hard to Break

Traditionally, hotels have trained room attendants to place the housekeeping cart as close to the open guest room door as possible and keep the door open while cleaning a room. The industry thinking for years has been that keeping the door open during cleaning improves the safety of both the room attendant and the guest's personal belongings. The industry has insisted that with the guest room door open, the cries of a room attendant could easily be heard if he or she were attacked. The industry has also whispered for years that keeping the door open during cleaning would reduce the likelihood of staff pilfering guest belongings.

Like other age-old traditions in the hotel industry, it may be time to rethink the policy of open-door guest room cleaning.

Protecting Guest Belongings

A hotel that has a policy of cleaning rooms with the doors open usually includes the following instructions in training programs:

- The room attendant should request to see the guest room key of any individual entering the room while he or she is cleaning.
- The room attendant should then verify that the key unlocks the guest room door.
- The room attendant may also request the individual's name to verify with the front desk that the individual is assigned to the room.

(continued)



These things should happen but, unfortunately, sometimes don't. The hotel teaches staff during customer service training that the customer is always right. This training causes some staff members to avoid confronting the guest to verify his or her right to be in the room. Also, employees in some hotels are not comfortable communicating with guests in English. The result in either case is that individuals can convince the room attendant to allow them to take articles from the room or to leave the room to finish cleaning it later.

Protecting Room Attendants

Pulling the cart across the entry to the guest room does not adequately protect the room attendant. He or she might be scrubbing a tub with water running and the bathroom door nearly closed or vacuuming across the room with her or his back to the door. There are many situations during which a room attendant would not notice that someone had moved the cart to enter the room. In fact, the intruder could enter, close the door and abuse the room attendant before anyone would notice the closed door.

Close the Door

To prevent this type of incident and increase the security of the room attendants, many companies have recommended that room attendants close doors when they clean. With this policy, anyone entering the room must have a valid guest room key, thus eliminating the need for the room attendant to question or confront the guest. When cleaning the room with the door closed, the room attendant is actually better protected since the room is not open to people walking down the corridor who might enter the room with ill intentions.

(continued)

Does closing the door mean that a room attendant might be locked in with a guest who intends to harm him or her? Hotels that have implemented this policy teach room attendants to prop the guest room door open if the guest is in the room when servicing starts or if the guest enters during servicing. By leaving the door open when the guest is present, the room attendant avoids the awkwardness and potential danger of being in the closed room with the guest.

Changes to age-old, established practices are hard to make. Requiring room attendants to keep the guest room door open, however, will pay benefits to the hotel industry by giving better protection to the guests, their belongings and the housekeeping staff.

Source: The Rooms Chronicle, Volume 3, Number 3.
For subscription information, call (866) 732-3872.

Beginning Tasks

Most room attendants begin their system of cleaning by airing out and tidying up the guest room. After entering the room, check for light bulbs that need to be replaced. Draw back the draperies and check the cords and hooks for any damage. Open the windows so the room can air out while you are cleaning. Check the air conditioner and heater to make sure they are working properly and are set according to property standards. (Remember to adjust the heating/cooling to conserve energy.) Some properties require that the temperature be left where the guests set it in a stayover room.

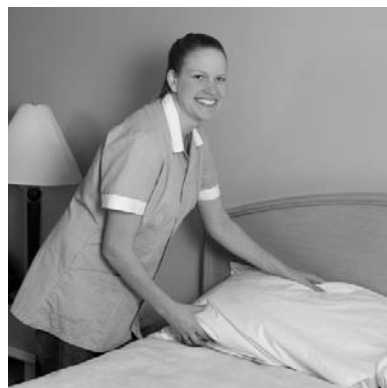


Next, take a good look at the condition of the room. Make note of any damaged or missing items such as linens or wastebaskets. If anything of value is gone or if something needs repair, notify your supervisor.

Remove or replace dirty ashtrays and glasses. Always make sure that cigarettes are fully extinguished before dumping them in the appropriate container. As you replace the ashtrays, be sure to replenish matches. Collect any service trays, dishes, bottles or cans that might be scattered around the room. Follow your property's procedures for taking care of these items properly. Some properties have room attendants set these items neatly in the hallway and call room service for pickup. Empty the trash and replace any wastebasket liners. In stayover rooms, straighten any newspapers and magazines. Never throw out anything in a stayover room unless it is in the wastebasket. In rooms where the guests have checked out, visually scan the rooms and check the dresser drawers for personal items that may have been left behind. Report these items to your supervisor or hand them in to the lost and found, depending on the hotel's policy.

Making the Bed

Making the bed is the next task you do in guest room cleaning. It is important to start cleaning here — especially in stayover rooms. If the guest returns while you are elsewhere in the room, the freshly made bed will give the room a neat appearance — even if other areas have not been touched. In check-out rooms, some properties recommend that you strip the bed shortly after entering and remake it near the end of your cleaning. This way the bed has a chance to air out.



Before you begin, take notice of where the Water CHAMP pillow card is located. If it is on the bed, then the guest would like clean linens on the bed. If the card is on the nightstand or floor, the guest wants to participate in the Water CHAMP program and you should remake the bed without changing the linens.

If you are changing the linens, then proceed by removing any personal items from the bed and placing them aside. Remove the bedspread and blanket and place them on a chair to keep them clean and free from dust and dirt. If the blanket or bedspread is dirty — or if you notice any holes or tears — be sure to replace it. Strip the bed of dirty linens and place the pillows on the chair with the bedspread and blanket.

Once the bed is stripped, you should check the mattress pad and the mattress. Make a note to inform your supervisor if the mattress shows any stains, burns or damage. If the mattress pad needs changing, remove the old pad and lay a fresh one on the bed so it unfolds right-side up. Spread the pad evenly over the center of the bed and smooth out any wrinkles.

The most efficient way of making a bed is to completely finish one side before beginning on the next. This system saves time walking back and forth around



the bed. Begin by placing the bottom sheet on the mattress and mitering that sheet in the upper left-hand corner of the bed. Mitering is a simple way to make a smooth, neat, professional corner. A step-by-step method for mitering a corner is illustrated in Exhibit 4 (page 35). Next, move to the foot of the bed — still on the left-hand side — and miter that corner of the sheet.

Place a fresh top sheet on the bed, wrong-side up. Then, place the blanket on top of the sheet. At the head of the bed, turn the top sheet over the blanket about six inches. Smooth your hand over the bed so the surface appears even and without wrinkles. Miter the top sheet and blanket in the bottom left-hand corner of the bed and tuck them in along the side of the bed. Now, working clockwise, walk to the other side of the bed. Miter the bottom sheet at the right foot of the bed, followed by the top sheet and blanket. Move down the right-hand side of the bed and miter the bottom sheet in the top-right corner. Fold the top sheet over the blanket so it is even with the left-hand side. Finally, make sure the blanket and top sheet are neatly tucked in along the sides and at the foot of the bed.

Now, center the bedspread evenly over the bed. Fold the bedspread down from the head of the bed, leaving enough room to cover the pillows. Fluff the pillows and put on the pillowcases. Work the pillow down into the case so that no part of the pillow ticking is showing. Tuck the loose ends into the pillow. For sanitation reasons, never hold the pillow under your chin or with your teeth. Position the pillows at the head of the bed with the tucked ends facing the center and the tucked flaps facing down on the underside. Pull the bedspread over the pillows and tuck in the bedspread. Notice that this method of finishing the bed avoids any hand contact with the cases after they are put on the pillows. Place the Water CHAMP pillow card in the center of the bed propped up on the pillows, or place on the telephone or on the nightstand next to the telephone.

The thorough room attendant will take a few moments to check the bed for smoothness. Step back and look carefully at the surface of the bedspread and the line of the pillows. Smooth out any last-minute wrinkles. Finally, if there are two beds in the room, check the second bed and change it if necessary.



Exhibit 4

Step-by-Step Approach to Mitering



Step 1 Begin with the sheet hanging loosely over the corner. Tuck in the sheet along the foot of the bed, right up to the corner.



Step 2 Take the loose end of the sheet, about one foot from the corner, and pull it straight out, forming a flap.

Step 3 Pull up the flap so it is flat and wrinkle-free.



Step 4 Tuck in the free part at the corner, making sure it is snug.

Step 5 Pull the flap out toward you and down over the side of the bed.



Step 6 Tuck in the flap and make sure the corner is smooth and snug.

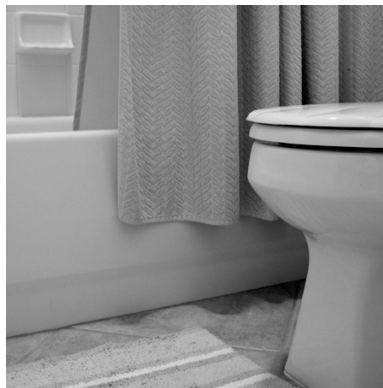


Cleaning the Bathroom

A clean bathroom is important for more than simply appearance. Health and safety considerations on the local, state and federal levels necessitate that the room attendant take extra care when scrubbing, rinsing and drying bathroom surfaces.

Bathrooms are usually cleaned in the following sequence: shower area, vanity and sink, toilet, walls, fixtures and floor. Like most cleaning tasks, it is important to work from top to bottom to avoid spotting or dirtying areas already cleaned. The necessary cleaning equipment should be conveniently stocked in the hand caddy. Cleaning items usually consist of an approved all-purpose cleaner for bathroom surfaces, cloths and sponges, glass and mirror cleaner, rubber gloves, and protective eye covering. Some properties also use an odorless disinfectant. Do not use a guest towel for cleaning.

For personal safety, never stand on the edge of the tub when cleaning. When cleaning the inside of the tub, some properties recommend placing a used cloth bathmat in the tub to stand on. As you wash and wipe the tub or shower walls, continually check their condition so you can report any needed repairs to your supervisor. If the tub has a drain trap, be sure to check it for hair. After cleaning the tub itself, clean the showerhead and tub fixtures. Turn water off when scrubbing — run water only when rinsing. To conserve energy in this process, use lukewarm, not hot, water to rinse. Make sure to leave the showerhead aimed in the correct position. To prevent spotting and add sparkle, immediately wipe and polish the fixtures with a dry cloth. Also, clean the shower curtain or shower door. Pay special attention to the bottom, where mildew may accumulate. Always reposition the door or curtain when you are finished cleaning. Before moving from the shower area, make sure the water is turned off and there are no leaks.





You should exercise the same exacting care when cleaning the vanity and mirror as you do when cleaning the shower area. Clean the countertop and basin, making sure that you remove any hair from the sink stopper and drain. Wipe up any spillage or spots from toothpaste or soap. Rinse and polish the chrome fixtures so they shine. Finish the vanity area by cleaning the mirror with glass cleaner. Before leaving the vanity area, make sure the water is turned off and there are no leaks.



Room attendants need different cloths for general washing, toilet cleaning and drying. Color-coding rags can help avoid confusion.

Next, clean the toilet bowl and exterior surfaces. Some cleaning procedures recommend applying an all-purpose cleaner before any other cleaning task. This way, the cleaner has time to stand while you clean other bathroom areas. All-purpose cleaners are preferable to acid bowl cleaners for use on a daily basis. When used consistently, acid bowl cleaners can destroy bathroom surfaces. These cleaners also present hazards to employees who use them, most noticeably in terms of causing skin irritation. Most properties use bowl cleaners once or twice a year in deep-cleaning programs — and then only under strict supervision.

Regardless of the method followed, flush the toilet to remove any residue and apply the cleaner around and under the lip of the bowl. Clean the exterior of the bowl, working down the sides to the base. Scrub the inside of the toilet with the brush around the insides and under the lip — then flush it again. Avoid flushing the toilet unnecessarily. Remember to always dispose of tissues, insects and other such waste in a trash can rather than in the toilet. Also, do not dispose of other cleaning fluids by flushing down the toilet. Use a cloth damp with cleaning solution to clean the top of the seat, the lid and the sides of the tank. While



cleaning the toilet, check for leaks by listening for the sound of running water or looking for a small trickle of water running from the rim to the water in the bowl.

In a stayover room, towels should only be replaced if the guest left them on the floor. Towels left hanging are those the guest would like to reuse. Washcloths, bathmats, toilet and facial tissue, and guest amenities should be replenished according to property standards. Place the Water CHAMP towel card on the towel rack. Spot-clean for fingerprints and other obvious smudges on the walls, especially around light fixtures and electrical outlets. Wipe down the walls and clean both sides of the bathroom door. Starting with the far corner of the bathroom and working back toward the door, mop or wipe down the floor — including the baseboards. Remember, to conserve water and energy, only fill mop bucket with enough lukewarm, not hot, water to do the job. Then, gather your things and make your final check of the bathroom. Stop for a moment and visually scan all surfaces from the ceiling to the fixtures to the floor. Listen one more time to make sure that faucets are completely off and there are no leaks. Check that you've left the bathroom in the best possible condition before turning out the lights.



Ask Gail — Bathroom Cleaning

Dear Gail:

I have just taken charge of a 300-room property with severe mildew problems on the shower walls. What can we do?

T.W., Sacramento, CA

Dear T.W.:

When I see rooms like that, I just feel like blowing the darned things up. But since we can't do that, here's a procedure which works for me. First, find a good antibacterial chemical that will not damage your fixtures or tile. A mixture of one-to-one household bleach and water works well. Apply it to the walls with a spray bottle. Let this stand for approximately ten minutes. Scrub the walls well with a nylon bristle brush. Be sure to include the grouting. Rinse, then dry the area thoroughly. Repeat this effort twice more to completely remove the mildew and stain.

Dear Gail:

What do I use to clean the chrome in the shower? We have about scrubbed all the chrome plating off.

D.F., Quinault, WA

Dear D.F.:

Since chrome is just plated-over metal, it must be cared for gently. Chemicals (especially chlorine) can etch it, and hard water can also cause damage. The recommended care is to use a mild detergent and then dry the fixture with a soft cloth. If that doesn't work, it may help to rub the chrome with baking soda sprinkled on a wet sponge.

(continued)



White vinegar or toothpaste may also be used, but be sure to rinse and then dry the fixture with a soft cloth. If the chrome is already worn, there are only two choices: replace the fixture; or, if it is a quality, irreplaceable fixture, remove it and have it refurbished.

Dear Gail:

After recently regrouting and caulking some of our bathtubs, we noticed they had quickly started to turn yellow. What can we do?

D.H., Chester, VA

Dear D.H.:

If the regrouting is turning yellow, it may be that the product used contains some plaster. Be sure to use 100 percent cement-based grouting. If the caulking turns color again, it may be a product problem. Don't try to save money by buying cheap caulking. Buy the best — some even contain mildew resistor, and some carry a 50-year product guarantee. If a change of product doesn't do the trick, then check the water for hardness and mineral content. It could be some combination of water and chemicals. And as a last resort, check the room attendant's cleaning products. Perhaps a chemical mix here is prompting the yellow color.

Dear Gail:

Can you help us with keeping our marble shower clean?

An Interested Reader

Dear Reader:

Beautiful to look at, difficult to clean. Most housekeepers do not

(continued)

thank hotel designers who put marble in certain places. A shower is one of those places. Marble is very porous and very soft. It is easily scratched and easily stained. If you study how the people of India keep their wonderful marble clean, you'll find they polish it with another piece of stone. This, however, is too labor-intensive. Helpful advice from another executive housekeeper is as follows: "To clean your shower, use a neutral cleaning solution made specifically for marble. Then polish with a special marble polish. Avoid abrasive cleaners and avoid sealing the walls."

Dear Gail:

We're looking for an easy way to clean the abrasive circles that are etched in the bottoms of our bathtubs. The dirt collects in the roughness making it look grey or black, and we can't seem to get them white again.

J.K., Seattle, WA

Dear J.K.:

This idea has worked like magic for us. Wash the tub and rinse it well. Run enough HOT water to cover the dots or strips on the bottom of the tub. Add one-half to one cup of automatic dishwasher powder and agitate the water. Let it stand for an hour. Use a nylon bristle brush and scrub the tub well. Drain, rinse and dry. You should have a clean, white tub which is easily maintained by daily use of a brush.

Source: The Rooms Chronicle, Volume 1, Number 2; Volume 2, Number 2; Volume 4, Number 1; Volume 4, Number 1; and Volume 2, Number 4.
For subscription information, call (866) 732-3872.



Dusting

Like bed-making, the task of dusting requires a systematic and orderly approach for efficiency and ease. Some room attendants start dusting items at the door and work clockwise around the room. This reduces the chance of overlooking a spot. In all cases, begin with the highest surfaces so that dust doesn't fall on the items you have already cleaned. If your property uses a dusting solution, spray a small amount into the dust cloth. Never spray dusting solution directly onto an object since it can stain or cause stickiness.

The items needing dusting and their location will vary from property to property. As a general rule, the following should be dusted and/or polished:

- Picture frames
- Mirrors
- Headboards
- Lamps, shades and light bulbs
- Bedside tables
- Telephone
- Windowsills
- Window and sliding-glass door tracks (if applicable)
- Dresser — including inside the drawers
- Television and stand
- Chairs
- Closet shelves, hooks and clothes rod
- Top of doors, knobs and sides
- Air conditioning and heating units, fans or vents



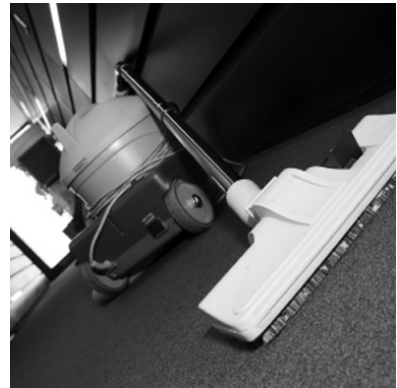


You should also clean all mirrors and glass surfaces in the room using glass cleaner or water — including the front of the television set. When you clean the set, turn it on for a moment to make sure it works properly. Use a damp sponge followed by a clean cloth to clean mirrors. Glass cleaner may leave streaks. Some properties also use a special cleaner or disinfectant for telephone surfaces. As you dust your way around the room, note any bedroom supplies and amenities that may be needed and replenish them per your property's specifications. Check the walls for spots and marks and remove any smudges with a damp cloth and all-purpose cleaning solution. Finally, display the Water CHAMP brochure on desk dresser or armoire in an upright position.

Vacuuming

Before vacuuming, loosen dirt around baseboards with a broom or rag so it is easier to pick up. Run the vacuum over all exposed areas of the carpet that you can reach, including under the tables and chairs and in the closet. Don't worry about inaccessible areas such as under the bed or dresser. Since cleaning these areas requires moving or lifting heavy furniture, most properties vacuum these areas on a special-project basis. However, it is your responsibility to check under beds and furniture for guest belongings or for any debris that must be removed.

You should start at the farthest end of the room and vacuum your way back — just as you did when you wiped down the bathroom floor. As you vacuum, be careful not to bump the furniture. Some properties recommend closing windows and draperies and turning off lights as you work your way back to the door. Working in this fashion saves steps. It also eliminates the need to walk back





across the floor after it has been vacuumed, thus preventing the footprints and tracks that can appear in certain types of carpet.

Final Check

The final check is a critical step in guest room cleaning. It makes the difference between just cleaning the room and doing a professional job.

After reloading your vacuum and cleaning supplies on your cart, take a few moments to give the room a careful look from the guest's perspective. Start at one point in the room and scan it in a circular fashion from one corner to the next until you have visually inspected each item. By doing so, you may discover something you overlooked or that was difficult to spot on the first cleaning.

Make sure that all the furnishings are back in their proper places. Look for little things such as crooked lampshades or lampshades with their seams showing. Smell the air for any unusual odors. If you detect any unpleasant smells, report them to your supervisor. Spray air freshener if needed. Remember that your last look is the guest's first impression. When you are satisfied that the guest room is neat and thoroughly cleaned, turn off the lights, close the door and check to see that it is locked. Note the condition and status of the room on your assignment sheet and proceed to the next room on your schedule.





Inspection

Guest room inspection ensures that the desired results of an established cleaning system are consistently achieved. The purpose of a room inspection is to catch any problems that may have been overlooked during cleaning before the guest does. A well-conducted and diplomatic inspection program can also motivate employees. Most room attendants take pride in their work and enjoy having the opportunity to show it off to others. Quality cleaning jobs should be noted during inspections and the appropriate personnel recognized.

Inspection programs can take many forms. In some properties, rooms are spot-checked randomly; in others, every room is checked daily. Inspections should be conducted by personnel on the supervisory level such as a floor or shift supervisor, section supervisor, executive housekeeper or even a manager from outside the housekeeping department. Each inspector is usually responsible for a certain number of rooms and should be aware of the current status of each room he or she is assigned. As a general rule, check-out rooms are inspected soon after room attendants report that they have been cleaned. Rooms that are occupied or have refused service are inspected on varying schedules. For these rooms, the executive housekeeper or inspector will contact the guest to arrange a convenient time for guest room cleaning and/or inspection. Vacant rooms should also be inspected on a varying schedule based on the number of days the room remains empty between sales. Room inspections not only help identify ordinary problems with cleaning but also help identify areas in the room needing deep cleaning or maintenance. A room inspection report should be completed that notes such items as the condition of furniture, fixtures and equipment; the appearance of the ceiling and walls; the condition of the carpet and other floor coverings; and the cleanliness of window interiors and exteriors. Exhibit 5 (page 47) shows a sample inspection form. Depending on the property's policies and procedures, the inspector may also be responsible for filling out any work orders or maintenance requests that are needed.



An inspection program is never any better than the follow-up that is given to an identified problem. Each situation noted on the inspection report or maintenance request should be initialed by the manager who is directly responsible for that area. As a general rule, this should occur no later than 24 hours after the inspection.



Exhibit 5

Sample Room Inspection Report

Room Inspection Report

ROOM NO. _____

TYPE _____ DATE INSPECTED _____

CONDITION: ☐ EXCELLENT ☐ ACCEPTABLE ☐ UNACCEPTABLE

	BEDROOM	CONDITION		BATHROOM	CONDITION
1	Doors, locks, chains, stops		21	Doors	
2	Lights, switches, plates		22	Lights, switches, plates	
3	Ceiling		23	Walls	
4	Walls		24	Tile	
5	Woodwork		25	Ceiling	
6	Drapes and hardware		26	Mirror	
7	Windows		27	Tub, caulking, grab bars	
8	Heating/air conditioning setting		28	Showerhead and curtain	
9	Phone		29	Bath mat	
10	TV and radio		30	Vanity	
11	Headboards		31	Fixtures/faucets/drains	
12	Spreads, bedding, mattress		32	Toilet: flush/seat	
13	Dressers, nightstand		33	Towels: facial/hand/bath	
14	Promotional material		34	Tissue: toilet/facial	
15	Lamps, shades, bulbs		35	Soap	
16	Chairs, sofa		36	Amenities	
17	Carpet		37	Exhaust vent	
18	Pictures and mirrors				
19	Dusting				
20	Closet				

OTHER _____

INSPECTED BY: _____

(Signature)



Preparing a Room for Nonsmokers

By Mary Friedman

To change a room where smoking has occurred into a fresh, clean room for use as a nonsmoking room, the following procedures may be helpful:

- Wash down the walls.
- Change the filters in HVAC units.
- Clean the bathroom vents.
- Remove the drapes, wash sheers, dry-clean black-outs.
- Remove the furniture and deep-clean the entire carpet.
- Deep-clean the upholstered furniture.
- Wash wooden furniture with oil soap.
- Wash laminate furniture with all-purpose soap.
- Remove all lampshades. Vacuum or wash them if possible; replace them if necessary.
- Check the condition of the mattress and bedspring. If they smell of smoke, either replace them or cover them with zip-on plastic covers.
- Wash all pillows, mattress pads and blankets.
- Wash or dry-clean the bedspreads.
- Wash the shower curtains and bath rugs.

This process can be very costly and labor intensive. Since one guest smoking in the room for just one evening can destroy all these special preparations, extra care should be taken to keep the rooms smoke-free.

Source: The Rooms Chronicle, Volume 3, Number 2.
For subscription information, call (866) 732-3872.



Deep Cleaning

Routine cleaning can maintain a guest room's fresh and spotless appearance for a period of time. But after a while, a room will need deep cleaning. In theory, deep cleaning resembles the spring cleaning conducted in private homes or the cleaning conducted by apartment complexes between leases.

Deep cleaning removes the dust and dirt that accumulates from everyday wear and tear — and attends to cleaning needs identified during a guest room inspection. It includes activities such as turning mattresses, wiping down walls and baseboards, and washing windows and casements. Exhibit 6 (page 50) lists several more deep-cleaning tasks. In some properties, deep cleaning is done by room attendants on a special project basis; others use teams in which each employee does a particular deep-cleaning task.

Because of the thoroughness involved, deep cleaning requires special scheduling. Deep cleaning also requires more time. It may take twice as long for deep cleaning as it does for routine cleaning. Frequency schedules should be maintained that indicate when and how often a particular deep-cleaning task needs to be performed. The schedule for cleaning depends on the quality of the routine cleaning, occupancy, age of furniture and fixtures and general wear and tear on the room.

Some properties schedule deep cleaning by giving room attendants one extra cleaning task per room per day. For example, a room attendant might be asked to move the nightstand and sweep that area of the carpet. Another way to schedule deep cleaning is to give each room attendant one room to deep clean as part of his or her daily assignment. Here, a team approach may be necessary since some tasks need the “muscle” and coordination of more than one individual.



Exhibit 6

Deep-Cleaning Assignments

Deep cleaning (cleaning tasks in addition to routine duties) keeps the property fresh and clean. There are many deep-cleaning tasks that help the property shine, including:

- Flipping and rotating mattresses
- Shampooing carpets
- Removing soil and stains from wall coverings and baseboards
- Washing windows, casements and shades
- Dusting high and hard-to-reach areas
- Cleaning vents and fans
- Vacuuming under furniture that requires heavy moving
- Cleaning and vacuuming drapes
- Cleaning carpet edges
- Washing sheer curtains
- Washing lampshades
- Using leak detector tablets in toilets

Many properties schedule rooms for deep cleaning during low-occupancy periods. In this way, alternating blocks of rooms can be closed off and given the “works.” The number of rooms taken out of circulation varies depending on occupancy and budget factors. However, throughout the course of a year, all guest rooms should receive attention. If the hotel cannot afford to deep clean all rooms each year, it is possible to implement deep cleaning on a two- or three-year cycle. If this approach is used, special care must be taken to ensure that typical room cleaning tasks meet or exceed the property’s standards.



Deep cleaning by block presents a perfect time for housekeeping and maintenance to work closely together. The executive housekeeper and chief engineer can inspect rooms scheduled for deep cleaning and identify special maintenance and cleaning needs. Deep cleaning is also a good time to wash sheers and dry-clean drapes. When doing so, label window coverings with the room number and date. Since deep cleaning can be very expensive, both housekeeping and the engineering and maintenance department should schedule the expense into their budgets.



The “Quick Six” Inspection: For the Busy Manager to Stay in Touch

By Gail Edwards

Looking for a quick way to determine whether a guest room is top-to-bottom clean? Maybe there just isn’t time to do a thorough inspection which includes every nook and cranny. Well, here’s a “Quick Six” inspection that can be done in less than two minutes.

The “Quick Six” inspection focuses on things that are not easy for a room attendant to accomplish. When these things are cleaned correctly, it is a signal that the room attendant has paid attention to detail.

Open the guest room door. Pause for a moment to observe the entire room. Is everything straight? Look at the bedspread, lampshades, chairs and the pictures on the wall. If everything is straight and orderly, the inspection is off to a good start. Take a deep whiff of the air. Smell good? Have all odors of staleness, smoke or dampness been removed? Now begin the inspection.

1. Credenza

Proceed to the area near the credenza or armoire. Check the carpet behind the credenza for dust, trash or hotel promotional pieces. Since this piece of furniture is difficult to move, this area is often overlooked. If it’s clean, so far, so good.

2. Nightstand

There’s generally an area between the nightstand and the bed where dust, food crumbs, toenail clippings and cigarette butts

(continued)

fall. The bedspread hides this area when the bed is made, but when the guest turns back the spread, the accumulation is easy to see. Inspect this area to see if the carpet and wall around the nightstand have been cleaned.

3. Bed Linens

While near the bed, examine the pillow. How does it look? Is the pillowcase clean and free of wrinkles? Free of hairs? How does it smell? Would a guest enjoy resting on it all night? How does the sheet look? Free of wrinkles? Neatly tucked in?

4. Vanity Wall

Proceed to the bathroom. Check the wall near the wastebasket. This is generally to the right or left of the vanity. Because of the location of this wastebasket, the wall above the receptacle is often splashed with dirt, soap or soda pop. It's an area that is difficult for a room attendant to notice, but it is often in plain view of a guest sitting on the toilet.

5. Shower Wall

No one enjoys scrubbing a tub/shower wall. It's awkward and hard to reach, and cleaning it is sometimes an exercise in futility if the proper chemicals are not used. When a hand is rubbed across a clean tile wall, it sort of glides, maybe even squeaks. Across a dirty wall, a hand can feel the grime, and may show an accumulation of white soap residue. If it squeaks, great.

6. Toilet

Has the toilet been scrubbed? Take a cotton swab, dip it in the water and rub it under the rim of the toilet bowl. If the toilet hasn't been scrubbed, the cotton swab will show the nasty truth.

(continued)



The Rooms Chronicle

Now, what if these things aren't clean? Rather than raging and rolling heads, ask: What can we do to prevent this in the future? What kind of system will ensure this doesn't happen? What can I, as a manager, do to help get these rooms clean?

And, what if the room passes with flying colors? Reward the responsible employees — recognition, money, candy bars, personal letters, points or time off with pay. People work well when managers care — when there is a sense of teamwork, a buzz of excitement, something to look forward to, an opportunity for recognition and reward. Taking two minutes for the "Quick Six" could have long-term benefits for the entire hotel.

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Turndown Service and Special Requests

As the name implies, turndown service involves turning down the guest bedsheets and freshening the guest room for the evening. Some properties — particularly luxury hotels and resorts — have a shift of room attendants whose primary duty is to provide turndown service. This second shift is generally smaller than the day shift and services more rooms per hour. In some hotels, an employee on the turndown shift might service close to 20 rooms per hour, depending on the tasks involved.

Procedures for turndown service include:

- Cleaning the bathroom and, if requested, restocking it with fresh towels
- Rotating or restocking amenities
- Tidying the guest room
- Emptying wastebaskets
- Folding back the bedspread, blanket and top sheet
- Fluffing the pillow
- Drawing the drapes

As an added touch, some properties have the room attendant leave a fresh blossom or a chocolate mint on the pillow to wish the guest “sweet dreams.”

In addition to turndown service, housekeeping may be called upon to provide other types of special amenities. These items vary from property to property depending on the markets the operation attempts to reach and satisfy. There are several categories of amenities ranging from conveniences and services to luxuries. Among the items stocked and distributed by some housekeeping departments are hair dryers, irons and ironing boards, sewing kits, spot removers, playing cards, chess sets, backgammon tables and other conveniences to make the guest’s stay more pleasant.



To a great extent, the success of a property depends on the cleanliness, appearance and ambience of its rooms. Maintaining standards for guest room cleanliness is accomplished through the meticulous cleaning systems of housekeeping personnel.



Key Terms

amenity — A service or item offered to guests or placed in guest rooms for convenience and comfort and at no extra cost.

conservation — Using something carefully or sparingly, avoiding waste.

deep cleaning — Intensive or specialized cleaning undertaken in guest rooms or public areas. Often conducted according to a special schedule or on a special-project basis.

hand caddy — A portable container for storing and transporting cleaning supplies. Typically located on the top shelf of the room attendant's cart.

linen room — Area in a hospitality operation that is often considered the headquarters of the housekeeping department. This is the area where the employee typically reports to work; receives room assignments, room status reports and keys; assembles and organizes cleaning supplies; and checks out at the end of his or her shift.

mitering — A method for contouring a sheet or blanket to fit the corner of a mattress in a smooth and neat manner. The results are sometimes referred to as “square corners” or “hospital corners.”

room attendant's cart — A lightweight, wheeled vehicle used by room attendants for transporting cleaning supplies, linens and equipment needed to fulfill a block of cleaning assignments.

room inspection — A detailed process in which guest rooms are systematically checked for cleanliness and maintenance needs.



room status report — A report that allows the housekeeping department to identify the occupancy or condition of the property's rooms. Generated daily through a two-way communication between housekeeping and the front desk.

Southwest Florida Water Management District (District) — One of five regional agencies in Florida with hydrologic boundaries. The District has four areas of responsibility —water supply (including conservation and allocation), water quality, flood protection and natural systems management. The District is charged with managing water resources for the 4 million residents living within a 10,000-square-mile area of west-central Florida. It covers a 16-county region stretching from Levy County in the north to Charlotte County in the south.

turndown service — A special service provided by the housekeeping department in which a room attendant enters the guest room in the early evening to restock supplies, tidy the room and turn down the bed sheets.

Water CHAMP — Water Conservation Hotel And Motel Program is an educational program designed to teach hotel staff and guests on ways to conserve water in their rooms. The main component is a towel and linen reuse program. The District provides materials free of charge to the hotels to be placed in the guest rooms that invite the guests to participate by reusing their towels and linens during their stay.

Task Breakdowns: Guest Room Cleaning

The procedures presented in this section are for illustrative purposes only and should not be construed as recommendations or standards. While these procedures are typical, readers should keep in mind that each property has its own procedures, equipment specifications and policies regarding protective gear, which are designed to fit individual needs.





Prepare the Guest Room for Cleaning



Materials needed: Stocked housekeeping cart, a room assignment sheet, a pen, heavy latex utility gloves, a tissue, a plastic bag and a biohazard sticker.

STEPS

1. Set up supplies and equipment for cleaning the room.
2. Turn on lights and replace burned-out or missing light bulbs. Once bulbs have been checked, turn off lights.
3. Check the television, remote control and radio.

HOW-TO'S

- ☐ Place the vacuum cleaner inside the room by the open door.
- ☐ Place the cleaning supply caddy on the floor outside the bathroom door.
- ☐ Turn on the wall switch just inside the door.
- ☐ Replace burned-out or missing bulbs. Turn off the light before replacing the bulb. There should be light bulbs on your cart.
- ☐ Be careful when changing bulbs. They may break when screwed out of socket. Always use care to avoid cuts.
- ☐ Turn on the television using the remote control. Turn on the radio.
- ☐ After checking the television and radio, turn them off while cleaning. If a guest returns while you are cleaning and the television or radio is on, it will look like you've been entertaining yourself rather than working efficiently.

(continued)



Prepare the Guest Room for Cleaning *(continued)*



STEPS	HOW-TO'S
4. Open drapes and check the rods, cords or wands.	<ul style="list-style-type: none"><input type="checkbox"/> If the drapes and sheers have a draw cord, always open them with this cord. Opening drapes or sheers without using the draw cord will damage the rod mechanism.<input type="checkbox"/> If the rod or draw cord has been damaged, report the damage on your room assignment sheet. Your supervisor must schedule an engineering employee or a public space cleaner to repair the rod.<input type="checkbox"/> If the drapes have no draw cord, pull the drapes and sheers back without pulling down on the fabric.
5. Clean windows, tracks and sills as needed using a window cleaner.	
6. Remove room service equipment.	<ul style="list-style-type: none"><input type="checkbox"/> Gather all room service equipment and move it right outside the guest room door. Make sure there are no guest items on the room service tray or cart.<input type="checkbox"/> If the equipment has not yet been removed when you finish the room, move it to a housekeeping closet or service area. Room

(continued)

Prepare the Guest Room for Cleaning *(continued)*



STEPS	HOW-TO'S
7. If this is a checkout room, or if the guest requests changed linens, strip the bed to allow it to air while you clean the bathroom.	<p>service equipment creates a safety hazard in the guest corridor.</p> <ul style="list-style-type: none"><input type="checkbox"/> The steps to alert the room service staff about room service equipment vary among properties.
8. Remove soiled towels from the bathroom floor or tub. Remember if you are a Water CHAMP property and the towels are hanging, then the guest wants to reuse the towels.	<ul style="list-style-type: none"><input type="checkbox"/> Remove any guest clothing from the bed and neatly lay it across the back of the chair.<input type="checkbox"/> Remove personal items from the bed and neatly place them on a chair.<input type="checkbox"/> Put on heavy latex utility gloves. Gloves will protect you from exposure to any body fluids on bed linens. <ul style="list-style-type: none"><input type="checkbox"/> Collect all towels that are on the floor or in the tub. Remember, if towels are hung up, then a guest wants to reuse them. Be sure that no guest belongings are collected with the soiled towels or linens.<input type="checkbox"/> If a check-out room has a terry cloth robe and it is on the bathroom floor or in the tub, remove it.

(continued)



Prepare the Guest Room for Cleaning *(continued)*



STEPS	HOW-TO'S
9. If a Water CHAMP property, remove bed linens only if pillow card is on the bed or if it is the third day of a guest's stay.	<ul style="list-style-type: none"><input type="checkbox"/> Collect the soiled towels and bed linens and place them in the linen bag on your cart.<input type="checkbox"/> Do not use guest linens or towels for cleaning.<input type="checkbox"/> Remember, Water CHAMP is a towel and linen reuse program where towels are only replaced upon request and linens are changed every third day unless the pillow card is placed on the bed.<input type="checkbox"/> Place the bedspread, blanket and pillows on a chair or table. Bedspreads, blankets and pillows could get damaged if you put them on the floor — and you could trip over them. In addition, if guests see these items on the floor, they'll get a poor impression of the property.<input type="checkbox"/> If requested by guest or it is the third day of a guest's stay, remove sheets and pillowcases and place them outside the bathroom.<input type="checkbox"/> Remove stained or torn mattress pads and place them outside the bathroom door.<input type="checkbox"/> Notify your supervisor of any stains or damage to the mattress.

(continued)

Prepare the Guest Room for Cleaning *(continued)*



STEPS	HOW-TO'S
10. Remove used guest amenities and drinking glasses.	<ul style="list-style-type: none"><input type="checkbox"/> Check between the mattress and box springs for items left behind by checked-out guests.<input type="checkbox"/> Follow your property's lost and found procedures if you find something.
11. Collect trash and empty ashtrays.	<ul style="list-style-type: none"><input type="checkbox"/> In a stayover room, leave a fresh bar of soap with the old one.<input type="checkbox"/> Leave any mints from turndown service on the nightstand.<input type="checkbox"/> Use good judgment to remove drinking glasses. Guests might keep something in a glass (such as medicine) that they plan to drink later.<input type="checkbox"/> Collect bathroom trash and place it in the bathroom wastebasket.<input type="checkbox"/> Use a dry tissue to collect hair from the vanity, toilet, bathtub/shower and floor. Throw away the tissue in the bathroom wastebasket — do not flush down the toilet.<input type="checkbox"/> Carry the bathroom wastebasket to the bedroom.

(continued)



Prepare the Guest Room for Cleaning *(continued)*



STEPS	HOW-TO'S
	<ul style="list-style-type: none"><input type="checkbox"/> Dump the trash into the bedroom wastebasket. Empty trash without reaching into it. Taking care when dumping the trash helps you avoid sharp objects such as broken glass or razor blades.<input type="checkbox"/> Collect bedroom trash and place it in the bedroom wastebasket.<input type="checkbox"/> Collect recyclable items and place them in the correct container on your cart. At some properties, the following items are recycled:<ul style="list-style-type: none">• Newspapers• Glass bottles• Aluminum cans<input type="checkbox"/> Do not throw away any guest property that may be wrapped in a tissue.<input type="checkbox"/> Empty ashtrays into the bedroom wastebasket and then place the empty ashtrays in the bathroom wastebasket. Be sure there are no hot ashes in the ashtrays before dumping them.<input type="checkbox"/> In check-out rooms, open all drawers and closets to:<ul style="list-style-type: none">• Remove trash• Remove articles left behind• Restock guest supplies• Arrange clothing hangers• Remove nonstandard hangers

(continued)



Prepare the Guest Room for Cleaning *(continued)*



STEPS	HOW-TO'S
12. Handle guest clothing and personal items strewn around the room.	<input type="checkbox"/> The steps to handle guest items strewn around the room vary among properties.
13. Remove trash.	<input type="checkbox"/> Empty the bedroom wastebasket into the trash bag on your cart. <input type="checkbox"/> Return the wastebasket to the bedroom. <input type="checkbox"/> Place the bathroom wastebasket outside the bathroom.
14. Follow bloodborne pathogen safety procedures.	<input type="checkbox"/> Always carry dirty linens by the top. Never carry linens by placing your hands under them. You could be punctured by a needle if you carry linens from the bottom. <input type="checkbox"/> Look for blood or body fluids on terry and only pick it up while wearing gloves. <input type="checkbox"/> Place contaminated linens and terry in a plastic bag and label the bag with a biohazard sticker. A housekeeping supervisor will deliver this bag to the laundry.



Make the Bed

Materials needed: Mattress pad, clean linens and a room assignment sheet.

STEPS

1. Check the mattress pad, mattress and box springs.

HOW-TO'S

- ☐ Look at the mattress pad to see if it is stained, torn or damaged. If it is not, straighten it and make sure the mattress and box springs are even. Adjust them if necessary. Whenever you adjust the mattress, lift with your legs, not your back, to avoid injuries.
- ☐ If the mattress pad is stained, torn or damaged, remove it.
- ☐ Look at the mattress and box springs to see if they are also stained, torn or damaged. Tell your supervisor about any problems right away.
- ☐ If the mattress and box springs are not stained or damaged, make sure the mattress and box springs are even. Adjust the mattress as needed.
- ☐ Get a clean mattress pad from the linen closet and place it on the mattress:
 - Lay the fresh pad on the bed
 - Unfold the pad right-side up and spread it evenly over the center of the bed
 - Smooth out wrinkles

(continued)

Make the Bed *(continued)*



STEPS

2. Center the bottom sheet on the mattress so that an equal amount of sheet hangs over each side the bed.
3. Miter the bed corners.

HOW-TO'S

- ☐ Mattress pads are about the same size as the mattress. Different size pads are required for double and king-size beds. Be sure to get the correct size.
- ☐ Make sure you have the correct size sheets.
- ☐ Do not use a stained or torn sheet. Place it in your plastic soiled linen bag.
- ☐ Tuck the bottom sheet along one side of the bed except for the corners.
- ☐ Take the loose end of the sheet, about a foot from the corner at the head of the bed, and pull it straight out, forming a flap. Pull up the flap so it is flat.
- ☐ Tuck in the free part at the corner.
- ☐ Pull the flap out toward you and down over the side of the bed. Tuck the flap in.
- ☐ Move to the corner at the foot of the bed on the same side of the bed and repeat the procedure.

(continued)



Make the Bed *(continued)*



STEPS	HOW-TO'S
4. Put the top sheet on the bed.	<ul style="list-style-type: none"><input type="checkbox"/> Center the top sheet on the bed with the hem-side up.<input type="checkbox"/> Position the sheet so that the top edge is at the top of the mattress.
5. Put the blanket on the bed.	<ul style="list-style-type: none"><input type="checkbox"/> Arrange the blanket so that its top edge is about one palm-length below the top of the sheet.<input type="checkbox"/> Fold the top edge of the sheet over the top edge of the blanket. Smooth the sheet and blanket. By folding the top sheet over the top edge of the blanket, guests may pull the blanket up around their neck without touching the blanket. This keeps the blanket cleaner and protects it from added wear.<input type="checkbox"/> Go to the foot of the bed. Tuck in the sheet and blanket smoothly.<input type="checkbox"/> Miter the corners of the blanket and sheet together at the foot of the bed. Do not tuck in the sides of the top sheet.<input type="checkbox"/> Working clockwise, walk to the other side of the bed. Miter the bottom sheet at the right foot of the bed, followed by the top sheet and blanket.

(continued)



Make the Bed *(continued)*



STEPS	HOW-TO'S
6. Put pillowcases on the pillows.	<ul style="list-style-type: none"><input type="checkbox"/> Move up the right-hand side of the bed and miter the bottom sheet in the top right corner.<input type="checkbox"/> Fold the top sheet over the blanket so that it is even with the left-hand side.
7. Put the bedspread on the bed.	<ul style="list-style-type: none"><input type="checkbox"/> Insert pillows into the pillowcases and tuck in the loose ends. Double beds often have two standard-size pillows. King-size beds have three standard-size pillows or two king-size pillows. Use your hands, not your chin or teeth, to put pillows into the pillowcases.<input type="checkbox"/> Place the pillows on the bed with the tucked edges facing the center and the tucked flaps on the other side of the pillows.<input type="checkbox"/> Position the bedspread on the bed with equal amounts hanging over both sides and the foot of the bed. Notify your supervisor if there are stains on or tears in the bedspread.<input type="checkbox"/> Smooth the bedspread over the pillows to the head of the bed.<input type="checkbox"/> Tuck the remainder of the bedspread under the front edge of the pillows.

(continued)



Make the Bed *(continued)*



STEPS	HOW-TO'S
8. Place menus or property materials (including the Water CHAMP pillow card) on the bed.	<ul style="list-style-type: none"><input type="checkbox"/> Smooth the surface of the bed.<input type="checkbox"/> Check the bedspread for evenness on both sides at the foot of the bed.
9. Make sofa beds.	<ul style="list-style-type: none"><input type="checkbox"/> The menus and property materials placed on the bed vary among properties.<input type="checkbox"/> Sometimes important materials with information about fire exits or emergency procedures will be placed on pillows so that guests will be sure to see them.<input type="checkbox"/> Sheets and blankets, but not bedspreads, are used on sofa beds. Your room assignment sheet will tell you whether you are to set up a sofa bed.<input type="checkbox"/> Follow the same basic procedures for making a standard bed. Place the blanket and tuck it and the top sheets tightly at the foot, and then on both sides of the bed. Sheets may be larger than the sofa bed mattress and may require special care when tucking on all sides to give a smooth appearance.

(continued)



Make the Bed *(continued)*



STEPS	HOW-TO'S
10. Set up Murphy or Sisco fold-up beds.	<ul style="list-style-type: none"><input type="checkbox"/> Place the pillows neatly on the bed and check the overall appearance of the bed.<input type="checkbox"/> Leave the complete bed open.<input type="checkbox"/> If a guest plans to use the room during the day, remove the pillows, make the bed, then fold it into a sofa. In this case, place the pillows on the closet shelf or in a bottom dresser drawer.<input type="checkbox"/> Be careful to avoid injury when opening Murphy or Sisco fold-up beds. Make sure everything is out of the way before you lower the bed. Your room assignment sheet will tell you if you are to set up a Murphy or Sisco bed. A Murphy or Sisco bed folds up into the wall and looks like a bookshelf when it is put away.<input type="checkbox"/> Open Murphy or Sisco beds completely and then make them up like a sofa bed.<input type="checkbox"/> Fold up the bed.<input type="checkbox"/> Put clean pillowcases on the pillows and store them in the closet or in a bottom dresser drawer.



Begin to Clean the Bathroom



Materials needed: Stocked housekeeping cart, a dry cloth or dry brush and a broom or a feather duster.

STEPS

1. Soak the soiled ashtrays, using only enough lukewarm, not hot, water to cover.
2. Clean vents.
3. Clean the ceiling.

HOW-TO'S

- ☐ Cover ashtrays with soapy water in the bathroom wastebasket, using only enough lukewarm, not hot, water to cover the ashtrays. Handle ashtrays carefully to avoid breaking them.
- ☐ Place the wastebasket and ashtrays on the vanity by the sink to soak.
- ☐ Remove all dirt and dust from vents using a dry cloth, small broom or dry brush. If you need special equipment to do this job correctly, report this to your supervisor or the executive housekeeper.
- ☐ Do not leave streaks on the wall or ceiling around the vents.
- ☐ Use a feather duster or a dry cleaning cloth on a broom to remove hair, dust, lint and cobwebs from the ceiling — especially the corners. Hair

(continued)



Begin to Clean the Bathroom *(continued)*



STEPS

4. Contact your supervisor for help if a cleaning problem requires immediate attention.

HOW-TO'S

dryers can cause hair to blow against and cling to the ceiling.

- ☐ Stand on the floor to clean. Do not climb on the toilet or the edge of the bathtub. Do not use chairs from the guest room for cleaning the bathroom ceiling. Follow safe work practices when cleaning high places.
- ☐ Detailed cleaning is important, but your personal safety is more important. A public space cleaner will help you if you need a ladder to clean safely. Be careful when cleaning a rough-blown acoustical ceiling. Pieces of the ceiling could fall off.



Clean the Tub and Shower Area



Materials needed: A tissue, a scrub brush, a sponge, cleaning supplies, soap and dry cloths.

STEPS

1. Scrub the tile and bath area. Do not let water run while scrubbing.

HOW-TO'S

- ☐ Place guests' belongings left in the bathtub on the vanity with other toiletries.
- ☐ Place guest clothing left in the tub or shower area out of the way until you have finished cleaning, and then return it.
- ☐ Remove hair from the tub or shower with a tissue, if you have not already done so.
- ☐ Use a soap and lukewarm, not hot, water solution and a scrub brush or sponge to scrub the grout, soap dish, fixtures, faucets, showerhead, shower towel rack and tub. Do not let water run while scrubbing. Only turn water on to rinse.
- ☐ Clean a small area of the tile and grout, and then dry with a sponge.
- ☐ Clean shower doors carefully with cleaning solution and a sponge. Clean the track with a brush.
- ☐ Wipe all surfaces with a dry cloth. Follow property policy in leaving the shower doors open or closed.

(continued)



Clean the Tub and Shower Area *(continued)*



STEPS

2. Clean the shower curtain liner using a damp cloth and a minimum amount of water.
3. Scrub the tub and skid strips.

HOW-TO'S

- ☐ Clean the liner with a cleaning solution and sponge. Using a minimum amount of water, scrub off soap buildup with a brush. Push the shower curtain liner against the wall. Wipe down the edges and across the bottom of the liner.
- ☐ Replace the shower curtain or liner if either one is stained or damaged.
- ☐ Run about one inch of water into the tub. Remember, only use needed amount of lukewarm, not hot, water. Add cleaning solution. Scrub the strips as necessary with a scrub brush or sponge. Strips must remain white. You may have to step inside the tub to clean a large whirlpool or hot tub properly. Be careful not to slip.
- ☐ Spray the remainder of the tub with an all-purpose cleaner and wipe down with a cleaning cloth. Remove all soap scum.

(continued)



Clean the Tub and Shower Area *(continued)*



STEPS	HOW-TO'S
4. Polish the fixtures with a dry cloth.	
5. Dry all tub and shower surfaces with a cloth.	
6. Arrange the shower curtain and liner.	<input type="checkbox"/> The arrangement of the shower curtain and liner varies among properties.



Clean the Toilet



Materials needed: Gloves, goggles, cleaning supplies, a Johnny mop, a damp sponge, a toilet bowl brush, dry cloths, a pen and a room assignment sheet.

STEPS

1. Put on protective gloves and goggles.
2. Flush the toilet and make a note on your room assignment sheet if it does not flush, fill properly, or if you detect any leaks or hear running water.
3. Spray cleaning solution on the inside and outside of the toilet, the walls beside and behind the toilet, and under the vanity.

HOW-TO'S

(continued)



Clean the Toilet *(continued)*



STEPS	HOW-TO'S
4. Clean the outside of the toilet.	<ul style="list-style-type: none"><input type="checkbox"/> Wipe the outside of the toilet bowl and the walls around the toilet with a damp sponge.<input type="checkbox"/> This sponge should only be used for cleaning the toilet. Some properties use special methods to mark the sponge used to clean toilets.<input type="checkbox"/> Wipe the pipes leading to the toilet.<input type="checkbox"/> Rinse the sponge in the toilet. Wipe the wall under the vanity and the drain pipe.
5. Clean the inside of the toilet.	<ul style="list-style-type: none"><input type="checkbox"/> Use a toilet bowl brush to scrub the inside of the toilet bowl. Be sure to clean under the rim and the seat.<input type="checkbox"/> Rinse the brush in the toilet when you are done. This brush should only be used for cleaning the toilet.
6. Polish the toilet.	<ul style="list-style-type: none"><input type="checkbox"/> Use a dry cloth to wipe the outside of the toilet. Polish the walls and pipes at the same time.<input type="checkbox"/> Leave the cleaning solution in the toilet water until later.

(continued)



Clean the Toilet *(continued)*



STEPS

7. Finish cleaning the toilet.

HOW-TO'S

- ☐ Return to the toilet after finishing other tasks in the bathroom. By finishing other tasks before doing this step, the chemicals have a chance to work on the toilet.
- ☐ When the bathroom floor has dried, scrub out the toilet bowl again with your Johnny mop. Flush the toilet.
- ☐ Wipe the lid, rim and outside of the toilet bowl with the toilet sponge, followed by a dry cloth, and close the lid.



Clean the Sink and Vanity



Materials needed: A tissue, a scrub brush, a sponge, cleaning supplies, soap and dry cloths.

STEPS

1. Move guest toiletries when necessary.
2. Wash your sponge thoroughly.
3. Wipe the light fixture, towel racks and other bathroom fixtures.
4. Wash the ashtrays and wastebasket.

HOW-TO'S

- ☐ Clear a spot on the vanity. Handle the guest's toiletries as little as possible.
- ☐ Place a clean washcloth or hand towel on that spot.
- ☐ Move the guest's toiletries with a washcloth or towel.

- ☐ Wash the ashtrays and wastebasket with your sponge, rinse them out in the sink and dry them with a clean cloth. Remember to always use a minimum amount of lukewarm, not hot, water to clean.
- ☐ Set the clean ashtrays aside in the wastebasket.

(continued)



Clean the Sink and Vanity *(continued)*



STEPS	HOW-TO'S
5. Rinse your sponge and cleaning cloths as needed.	
6. Remove the sink stopper.	
7. Clean surface areas.	<ul style="list-style-type: none"><input type="checkbox"/> Spray cleaning solution on the sink, stopper, overflow and main sink drains, fixtures (all sides) and vanity.<input type="checkbox"/> Use a stiff brush to clean overflow holes in the sink. Dirt often collects in sink overflow drains.<input type="checkbox"/> Using your sponge, wipe all the surfaces.<input type="checkbox"/> Polish with a dry cloth to prevent water spots.
8. Replace the sink stopper.	



Clean the Bathroom Floor



Materials needed: A towel, a sponge, cleaning cloths and cleaning supplies.

STEPS

1. Spray the bathroom floor and baseboards with an all-purpose cleaning solution.
2. Scrub away grime.
3. Dry the floor with a clean cloth.

HOW-TO'S

- ☐ Start with the farthest corner and work toward the door. Kneeling on a towel while you wash the floor will protect your knees and keep you from slipping.
- ☐ Scrub the floor with a sponge or cleaning cloth.
- ☐ Wipe baseboards as you go.
- ☐ Pay special attention to the areas around the toilet, behind the door and in corners.

(continued)



Finish Cleaning the Bathroom



Materials needed: A damp sponge; dry, clean cloths; cleaning supplies; an ice bucket liner; a paper mat; glasses; glassware caps; clean towels and linens; facial tissues, toilet tissues and guest bathroom amenities.

STEPS

1. Clean mirrors in the bathroom and guest room.
2. Clean the ice bucket and replace water glasses.

HOW-TO'S

- ☐ Use a damp sponge with water only to wipe the mirror. Glass cleaner is not recommended for cleaning mirrors because it may leave streaks.
- ☐ Dry and polish the mirror with a dry cloth.
- ☐ Remove used glassware. Never wipe out glasses or covers and reuse them. Glassware must be washed and sanitized through a dishwasher to meet sanitation codes and ensure guest safety.
- ☐ Unless the bucket contains fresh ice, empty it into the sink.
- ☐ Throw the plastic bag liner into the trash bag on your cart.
- ☐ Clean and sanitize the bucket with an approved cleaner and a clean cloth.
- ☐ Put a new liner in the bucket.
- ☐ Wipe the tray and return the bucket. Replace the paper mat with a fresh one.

(continued)



Finish Cleaning the Bathroom *(continued)*



STEPS	HOW-TO'S
3. If towels are on the floor or in the bathtub, then guest would like fresh towels. Pick up these supplies from your cart and replace soiled linens with fresh bath towels and washcloths.	<ul style="list-style-type: none">❑ Place clean glasses and glassware caps in the bathroom or the assigned location. To maintain sanitation, always handle clean glassware as little as possible and always touch it on the outside.❑ Take a Water CHAMP scan and check the bed for the pillow card and the bathroom to see if any towels are in the tub or on the floor. When you go to your cart, you will gather only enough towels, washcloths and bed linens from your cart to replace those requested by the guest. To work efficiently, you'll want to make every trip in and out of the room count. Picking up clean bed linens when you get the towels will save you a trip when you make the bed.

(continued)



Finish Cleaning the Bathroom *(continued)*



STEPS	HOW-TO'S
4. Restock paper bath supplies.	<ul style="list-style-type: none"><input type="checkbox"/> If guest requests clean linens, place clean bed linens on a chair near the bed until you need them. To keep fresh bed linens clean, never place them on the floor.<input type="checkbox"/> Return to the bathroom and place towels where they are needed.<input type="checkbox"/> The standard arrangement for placing towels varies among properties.<input type="checkbox"/> Check the facial tissues in the box. If the tissue box is empty or nearly empty, replace it with a new box. Attention to details, such as the supply of facial or toilet tissue, is very important.<input type="checkbox"/> Remove the tab from the new box and pull one tissue out so that other tissues will come out easily.<input type="checkbox"/> Form the tissue now sticking out of the box into a VIP point.<input type="checkbox"/> Replace the cover over the tissue dispenser. Polish away fingerprints with a dry cloth.<input type="checkbox"/> Replace the toilet tissue roll when there is less than one third left.

(continued)



Finish Cleaning the Bathroom *(continued)*



STEPS	HOW-TO'S
5. Restock guest bathroom amenities as instructed by your supervisor.	<ul style="list-style-type: none"><input type="checkbox"/> Install the roll so that the paper feeds over the top and away from the wall.<input type="checkbox"/> Form a VIP point on the lead sheet of toilet tissue.<input type="checkbox"/> Leave a fresh roll of unwrapped toilet tissue in the spot your supervisor shows you.
6. Return the clean bathroom wastebasket and ashtrays to their correct locations.	



Dust the Guest Room



Materials needed: Clean cloths, dusting solution, a feather duster, a damp sponge, glass cleaner, disinfectant spray, a pen and a room assignment sheet.

STEPS

1. Prepare to dust by spraying a clean cloth with dusting solution.
2. Follow a dusting system.
3. Dust all doors in the guest room.

HOW-TO'S

- ☐ Start at one side of the room and work your way around in a circle.
- ☐ Dust from the top down.
- ☐ Remove Do Not Disturb or Please Make Up This Room signs from the guest room door.
- ☐ Note on your room assignment sheet whether any signs are missing and replace them before you report the room status.
- ☐ Use a cloth sprayed with dusting solution, if necessary, to dust the inside and outside of each door, frame and threshold. Dusting solution can leave a film if it is not completely wiped up.
- ☐ Replace any signs, including Water CHAMP signs, you removed while cleaning.

(continued)



Dust the Guest Room *(continued)*



STEPS	HOW-TO'S
4. Dust the walls and ceiling moldings.	<input type="checkbox"/> Use a feather duster for hard-to-reach areas and remove dust and cobwebs from wall boards and ceiling corners.
5. Dust and polish mirrors.	<input type="checkbox"/> If mirrors have wooden frames, clean the frames with a cloth sprayed with dusting solution. <input type="checkbox"/> Wipe the mirrors with a damp sponge followed by a clean cloth, using a sideways motion from top to bottom. Glass cleaner may leave streaks on mirrors. Use it for chrome surfaces and for glass on windows and pictures.
6. Dust and polish pictures.	<input type="checkbox"/> Wipe frames with a cloth sprayed with dusting solution. <input type="checkbox"/> Clean and polish the glass on pictures using glass cleaner and a clean cloth.
7. Make sure drapes are dust- and dirt-free and are pinned and hung correctly.	

(continued)



Dust the Guest Room *(continued)*



STEPS	HOW-TO'S
8. Dust and polish the dresser.	<ul style="list-style-type: none">❑ Wipe the sides, front, edges and top using a cloth sprayed with dusting solution.❑ If the guest has checked out, open the drawers and wipe inside.❑ Polish the sides, front, edges and top with a clean cloth.
9. Dust the nightstands and beds.	<ul style="list-style-type: none">❑ Start at the top of each nightstand and work down the sides to the legs and base, wiping with a cloth sprayed with dusting solution.❑ Dust any exposed areas of the bed frame, including the headboard and footboard.
10. Clean and disinfect the telephone.	<ul style="list-style-type: none">❑ Pick up the receiver and listen for the dial tone.❑ Write any problems with the telephone on your room assignment sheet.❑ Clean the telephone thoroughly using glass cleaner and a clean cloth.❑ Spray disinfectant on a cloth and wipe the mouthpiece and earphone. Remember to replace Water CHAMP signs, if any, that were removed while cleaning.

(continued)



Dust the Guest Room *(continued)*



STEPS	HOW-TO'S
11. Dust tables, chairs and lamps.	<ul style="list-style-type: none"><input type="checkbox"/> Dust each table, beginning with the top surface and working down to the base and legs.<input type="checkbox"/> Dust wood and chrome surfaces on chairs, beginning at the top and working down to the legs.<input type="checkbox"/> Dust lamp shades, bulbs and bases. Straighten shades and turn the seams toward the back.
12. Dust the television and stand.	<ul style="list-style-type: none"><input type="checkbox"/> Dust the top and sides of the television set and its stand.<input type="checkbox"/> Clean the television screen with glass cleaner sprayed on a clean cloth. Only clean the screen when the television is off.
13. Set the air conditioner and heater controls.	<ul style="list-style-type: none"><input type="checkbox"/> In an occupied room, leave the settings the way the guest had them.<input type="checkbox"/> The proper temperature setting for the air conditioner and heating controls in an unoccupied room varies among properties.<input type="checkbox"/> Ask your supervisor to show you how to set the controls.



Vacuum the Guest Room and Report Room Status



Materials needed: A small, stiff broom; a vacuum cleaner; a room assignment sheet; and a pen.

STEPS

1. Check the vacuum cleaner for safety.

HOW-TO'S

- ☐ Safety must be a top concern at all times. If anything about your equipment looks unsafe, report it to your supervisor and have it repaired before you use it.
- ☐ Do not use the vacuum if the cord is damaged. You could be hurt or a short could start a fire. Be careful not to trip on the vacuum cleaner cord.
- ☐ Before vacuuming the first room of the day, check to make sure the vacuum cleaner bag is empty.
- ☐ Replace or empty the vacuum cleaner bag if it is full.
- ☐ Immediately remove knots and tangles from vacuum cords since they can cause electrical shorts.
- ☐ Immediately turn off equipment that sparks, smokes or flames.
- ☐ Never use electrical equipment, such as your vacuum cleaner, when standing in water or when your hands or clothes are wet.

(continued)



Vacuum the Guest Room and Report Room Status *(continued)*



STEPS	HOW-TO'S
2. Remove dirt from room corners and carpet edges.	<ul style="list-style-type: none"><input type="checkbox"/> Take vacuum cleaners that need repair to the housekeeping department.<input type="checkbox"/> Use a small, stiff broom to brush dirt from room corners and carpet edges to a carpeted area that a vacuum can reach.<input type="checkbox"/> Push down on the broom and pull it toward you — away from the wall.
3. Plug the vacuum cleaner into the outlet nearest to the guest room.	
4. Vacuum all areas.	<ul style="list-style-type: none"><input type="checkbox"/> Begin vacuuming the room at the point farthest from the guest room door. Use the vacuum cleaner only on carpeted surfaces.<input type="checkbox"/> Work back toward the guest room door. (In other words, vacuum over your footsteps.)<input type="checkbox"/> Vacuum carpet edges slowly and carefully.<input type="checkbox"/> Move chairs and tables, if necessary, to vacuum underneath them. When finished, put the furniture back in its proper location.

(continued)



Vacuum the Guest Room and Report Room Status *(continued)*



STEPS	HOW-TO'S
5. Unplug the vacuum, wind the cord correctly and return the vacuum to your cart.	<ul style="list-style-type: none"><input type="checkbox"/> Check under and behind the dressers, nightstands and beds for trash and left-behind items.<input type="checkbox"/> Turn off lamps and light switches as you pass them.<input type="checkbox"/> Vacuum under the beds, chairs, tables, desks and sofas.<input type="checkbox"/> Vacuum under drapes, in front of the television, behind the doors and in the closet.<input type="checkbox"/> Vacuum the center of the room.
6. Record information on your room assignment sheet	<ul style="list-style-type: none"><input type="checkbox"/> Unplug the vacuum by grasping the plug (not the cord) and pulling it from the socket.<input type="checkbox"/> The steps to wind the vacuum cord vary among properties.

(continued)



Vacuum the Guest Room and Report Room Status *(continued)*

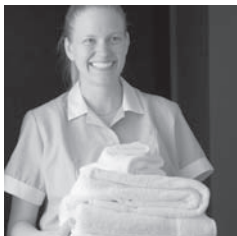


STEPS

7. Tell the correct person or department that the room is clean.

HOW-TO'S

- ☐ If the room is vacant, report its status to your supervisor or to the front desk. The front desk must know right away when vacant rooms are clean and ready for guests who are checking in, especially when the property is busy.
- ☐ The steps to report room status vary among properties.



Provide Evening Turndown Service



Materials needed: A stocked housekeeping cart, a turndown assignment sheet, a pen and special turndown amenities.

STEPS

1. Enter the guest room.
2. Remove guest items from the bed.
3. Turn down the bed.

HOW-TO'S

- ☐ Find out if the guest is in the room.
- ☐ Announce yourself before entering the room.
- ☐ Find out when you can return if the guest is in the room.
- ☐ Prop the guest room door open with a doorstop.
- ☐ Position your cart.
- ☐ The turndown assignment sheet will tell you the rooms for which you will provide turndown service.
- ☐ Some properties do not allow you to move guest items.
- ☐ Fold back the top of the bedspread so that 15 to 18 inches hang over the foot of the bed.
- ☐ While still holding the top of the bedspread, fold it back over the first fold so the fabric faces up. Neatly folded bedcovers give an

(continued)



Provide Evening Turndown Service *(continued)*



STEPS	HOW-TO'S
4. Place a turndown amenity in the appropriate location.	<p>attractive, finished appearance that is free of wrinkles and bunching folds.</p> <ul style="list-style-type: none"><input type="checkbox"/> Pull the top corner of the top sheets and blanket back from one side of the center to form a triangle.<input type="checkbox"/> If two people are sharing a bed, turn down both sides, forming two triangles.<input type="checkbox"/> Fluff the pillows so that they look fresh and firm.<input type="checkbox"/> At some properties, you may leave one terry bathrobe per adult guest neatly folded on the foot of the bed.<input type="checkbox"/> Amenities will vary for each property and may be changed from time to time.<input type="checkbox"/> Along with the amenity, you may also place a note or business card from the general manager or director of sales and marketing.

(continued)

Provide Evening Turndown Service *(continued)*



STEPS

5. Tidy the sleeping room.

6. Tidy the guest bathroom.

HOW-TO'S

- ☐ Look around the room and straighten or tidy anything that is out of order. If a room is messy, it may require more extensive cleaning.
 - ☐ Replace dirty ashtrays in smoking rooms.
 - ☐ Restock matches.
 - ☐ Replace dirty glasses.
 - ☐ Collect any food service trays and dishes and move them to the service area in the corridor. Call room service and request that they be picked up.
 - ☐ Empty the trash and replace the wastebasket liners.
 - ☐ Vacuum if the room needs it.
-
- ☐ Remove used towels from the bathroom only if on floor or placed in tub.
 - ☐ If requested, restock with fresh towels. Your goal is to make the bathroom look as fresh as it did when it was completely cleaned earlier in the day.
 - ☐ Straighten and wipe down the vanity area. Dry and polish the fixtures.

(continued)



Provide Evening Turndown Service *(continued)*



STEPS	HOW-TO'S
7. Create a pleasant atmosphere in the guest room.	<ul style="list-style-type: none"><input type="checkbox"/> Straighten and wipe down the tub area. Dry and polish the fixtures.<input type="checkbox"/> Check the toilet tissue and facial tissue supply. Refill if necessary.<input type="checkbox"/> Empty the trash and replace the plastic bag.<input type="checkbox"/> Close the drapes.<input type="checkbox"/> Turn on the bedside lamp.<input type="checkbox"/> Turn on the radio to a recommended easy-listening FM station. Adjust to a low volume. At your property, you may be told not to turn on the radio.<input type="checkbox"/> Leave the thermostat set as the guest left it.<input type="checkbox"/> The room should appear comfortable and appealing when the guest returns at the end of his or her evening activities.
8. Double-check everything.	<ul style="list-style-type: none"><input type="checkbox"/> Scan the guest room, beginning at one point and working your way around. If the room looks good to you, it probably will look good to the guest. It may make a lasting impression that will result in repeat business.<input type="checkbox"/> Attend to any turndown task that you may have overlooked.

(continued)



Provide Evening Turndown Service *(continued)*



STEPS	HOW-TO'S
9. Exit and secure the room.	<ul style="list-style-type: none"><input type="checkbox"/> Leave the room and wipe your fingerprints from the surface of the door.<input type="checkbox"/> Lock the door.<input type="checkbox"/> Double-check to be sure the room door is locked. Protect the security and belongings of the guest by always making sure the door is locked.
10. Note on the turndown assignment sheet that the room has been completed.	



For more information on conserving water, visit
www.WaterMatters.org

For more information on conserving energy, visit
www.progress-energy.com/save



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