

Cleaning the Room

When you arrive at work and receive your daily housekeeping worksheet, check with the housekeeper to see if any of your rooms have requested an early make-up. Then check with the front desk to see which rooms have already checked out, because these should be cleaned first.

If you see a room with a "Do Not Disturb" sign, remember that these guests have requested privacy and quiet, so for now, **do not** knock on their door and bother them. At 11 a.m., if this condition still exists, notify the manager so appropriate action can be taken.

When you go to a room, even though it may show as a check out, knock on the door twice before entering, and clearly identify "Housekeeping." If you still receive no answer, enter the room, turn the lights on, and open the drapes. If a guest returns while you are cleaning a room, ask them if they would prefer that you return later to finish their room.

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Check all lights, phone message light, and the television set to make sure all are working. Turn off all the lights that you do not need to use while MORE TEXT ON FULL RESOURCE

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Check the room to see what supplies you will need, such as toilet tissue, matches, plastic glasses, etc., and replace them from your supplies. Check for any burned-out light bulbs, and notify the Housekeeper and also check for any maintenance issues to go on your maintenance form.

Strip the beds, and start with the pillows. **Do not** put them on the floor. Use a chair, the top of the desk, or dresser. Remove the spread and blankets and place them on top of the pillows. Whenever you are stripping anything, shake it to make sure the guest has left nothing behind. If you find anything, immediately take it to the housekeeper or the front desk. If any of the above items are either dirty or damaged, take them to housekeeping and replace them with clean ones.

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Straighten all lamp shades and turn the seams so they face the wall.

If a room key has been left in the room, keep it in a secure place until you can turn it into the front desk. **Do not** leave it unattended.

In an occupied room, the first thing to do is tidy up. Hang up clothes and neatly stack papers on the desk or dresser. Do not throw away any papers or books unless they are in the wastebasket.

Bring all replacement guest and bath supplies into the room.

Take a wastebasket and pick up all loose paper. Empty it in the trash bag and clean with water, wipe dry. All wastebaskets have to have liners.

When you return to the room, bring your clean linens and drop off the cleaning basket in the bathroom.

Do not use good linen for cleaning. All of your cleaning cloths should be made up from old, stained, unusable linens.

Now it's time to make the bed.

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Pace the duvet into a cover and place on the bed, making sure it is presentable and clean. Make sure it is tucked in at the bottom neatly and folded at the top also neatly.

Organise towels and soaps and gels.

Now it's time to finish the bedroom.

With your mop, sweep around the edges and in the corners of the carpet to free the dirt so that the vacuum can pick it up. Complete the room by dusting and vacuuming.

The last area to cover is day-to-day general cleaning of which your eyes are most important.

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Vacuum the entire carpet, starting at the furthest point from the door. Move tables and chairs to reach the most soiled places. Vacuum under the bed, and be alert for any articles that may have been left behind and for any items that would damage your sweeper.

Wipe and clean between connecting room doors.

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Start by putting a measured amount of your toilet bowl cleaner in the bowl.

Pick up and throw away all disposable items.

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Use your all-purpose cleaner for stains, such as the drain stopper, bathtub ring, and grease-related stains.

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This is the only time guest linen is ever used for cleaning: take the cloth bath mat and place it inside the tub while you are cleaning the walls. This will protect the finish and also is used as a safety device to prevent you from falling in the bathtub or shower. Step carefully into the tub onto the mat and working from top to bottom, spray the walls with your light all-purpose cleaner. This small hand-sponge will quickly remove soap film and water spots. Wipe dry immediately with one of your wiping cloths to prevent streaking and a dulling film.

Check the shower curtain. Give special attention to the bottom of the curtain where dirt and soap film collects. If there has been an accumulation, the regular all-purpose cleaner will be used, with scrubbing. Clean both sides of the bottom part of the curtain. The edge of the tub is a good back-up for heavy cleaning. Wipe dry, and get out of the tub carefully.

Don't forget to wipe off the curtain rod.

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Put the bath mat on the side of the tub

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Finishing the room

Look around the room for a last check. Report any acrid odours to the head housekeeper or manager.