

ROOM ATTENDANT

JOB SKILLS HANDBOOK





Welcome!

Guests consistently tell us that the things they value most at a hotel are the quality and cleanliness of the rooms and the friendliness and professionalism of the staff. As a Room Attendant the quality of your service has a big impact on all those areas – and in turn on our brand's reputation.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines the our brand: service that's consistent, hassle-free, personalized and inspirational. Or, as we like to say: the *best* service in the world!



When entering an occupied guest room, knock firmly and announce yourself at least twice.



Pull your cart across the door for ease of access and to keep anyone from entering the room.

ENTERING A GUEST BEDROOM

- Insert your key into the lock
- A red light on the lock indicates the guest is in the room with the door locked
- If the red light does not come on when you insert your key
 - » Knock firmly with your knuckles (not a key or other hard object)
 - » Say loudly and clearly, “Good (Morning/Afternoon). Housekeeping – may I come in?”
 - » If there’s no answer
 - Knock again
 - Open Door
 - Repeat the above statement as you enter
- If you encounter a guest or guests in the room
 - » Give your name
 - » Ask if they would prefer to have their room maintained at a different time
 - » If they say yes, note the time they request on your work paper
 - » If they say no
 - Follow the procedures covered below for maintaining the quarters
 - Smile as you work but do not initiate conversation
- If no one is in the room
 - » Enter the room
 - » Use the door stop to prop open the door open 90°
 - » Place your vacuum in the room
 - » Pull your cart across the door for ease of access and to keep anyone from entering the room without your knowledge

DO NOT DISTURB (DND) CARDS

- If a DND sign has been hung on a guestroom door, periodically check back to see if it has been removed
- If the DND has not been removed by 2:00PM leave a pre-printed Service Card under the door, positioned so it's partially visible from the corridor (the card invites guests to call and schedule their cleaning)
- If the DND sign has not been removed by 6:00PM and no request for service has been received, make certain that Housekeeping has been informed; a Housekeeping employee will call the room
 - » If the guest answers, ask if they would like service and when
 - » If there is no answer, a Housekeeper and Supervisor will knock and enter the room – if it's vacant, advise the Front Desk immediately



If a Do Not Disturb card is on a guest room door, check back periodically to see if it has been removed.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Hospitality of Housekeeping staff
- Helpfulness of hotel staff



Open the drapes and windows to begin cleaning the room.



Check the condition of the television and remote.



If the guest has checked out, strip the bed, then make a new bed for an incoming guest.

ROOM CLEANING SEQUENCE

NOTE: Detailed instructions for procedures listed here in **CAPITAL LETTERS** are covered separately in this handbook.

- Open the drapes. If windows allow, open them for ventilation
- Check condition of
 - » Window Frame
 - » Net
 - » Decorative curtains
 - » Blackout curtains
 - » Handles
 - » Lights
 - » TV and TV Remote
 - » High speed internet modem connection
- If any items need repairs you can't provide, report the problem to your floor Supervisor
- A Note On Cleaning Materials
 - » Only use cleaning tools and agents issued by your department
 - » Know and follow all instructions.
 - » Never mix different cleaning agents together
- Put on cleaning gloves and spray the **BATHTUB** and **SHOWER** with the appropriate cleaning agent
- **CLEAN THE TOILET**
- If The Guest Has Checked-Out
 - » Collect all trash, including used bathroom amenities and anything remaining in the room refrigerator (if there is one)
 - » Take any non-trash items the guest has left behind to Lost and Found
 - » Remove all towels, checking for quantity and condition; tie damaged towels together and discard
 - » Strip the bed - making sure no guest items have been left behind
 - » **MAKE THE BED**
- If The Guest Will Be Returning
 - » Collect contents of waste bins and any other trash (including used bathroom amenities); do not toss out newspapers, magazines, or other guest items
 - » Remove dirty towels based on the guest's request (especially towels left on the floor or in the tub) and your hotel's environmental policies; tie any damaged towels together and discard
 - » Check your OnQ Worksheet to see if the room requires **CHANGING DUVET COVER & BED LINENS**
 - » Always change bed linens if they are visibly dirty or damaged

» MAKE THE BED - CHANGING DUVET COVER & BED LINENS IF NEEDED

- » If the guest has left items on the bed, fold them neatly and place them on the foot of the bed after making it
- » Place a hotel-approved complementary amenity at bedside
- » If the guest has left laundry in the laundry bag and filled-out a laundry request, inform your Supervisor

- Bring clean towels and bed linens into the room after soiled items have been removed
- Move beds before vacuuming
- FINISH CLEANING THE ROOM

CLEANING THE BATHROOM

- Have all necessary cleaning tools and products with you
 - » All hotel issued cloths, sponges, etc.
 - » Cleaning solvents, including toilet sanitizer
 - » Small hand brush
 - » Squeeze mop
 - » Cleaning gloves
- Have all required guest bathroom amenity supplies for sink and tub/shower

BATHTUB AND SHOWER

- Remove soaps, shampoos, etc. to the sink while cleaning the shower & tub
- Examine all fixtures and features
 - » Shower rod, curtain/door (clean and in good repair – replace curtain if needed or scheduled; notify Maintenance about other items requiring repair)
 - » Tile and grouting (in tact, no mould or discoloration)
 - » Spigot, knobs, shower head (use calcium solvent to remove any buildup)
- Rinse cleaning agent applied earlier off of walls and tiles with hot water
- Put a cleaning mat into the tub or shower; stand on it while using an “S” motion, to wipe down the walls and tiled surfaces; never stand on the edge of the tub!
- Rinse walls with water and wipe dry
- Remove the mat and clean the interior of the tub or shower floor
- Wipe the tub or shower floor dry – and polish the chrome surfaces of the spigot, knobs, etc.



Bring clean towels into the bathroom after soiled towels have been removed.



When cleaning the bathroom, have all necessary cleaning tools and products with you.



Examine all shower fixtures and features, including the shower curtain/door.



If a guest is returning the the room, arrange any guest items on a clean washcloth.



Remove the wastebasket liner and contents and discard. Put in a new plastic liner.

SINK AND COUNTERTOP

- If guest is returning to room,
 - » Place a clean washcloth on left side of countertop and arrange any guest items on it
 - » Clean half of the wash basin counter – including inside the sink, following the all solvent manufacturer instructions
 - » Move the washcloth with guest items to the clean side of the sink; clean the second half
- Make sure that
 - » All sink fixtures are hair-and-spot-free and operate properly
 - » All counter tops are clean, dry, and undamaged
 - » All mirrors are clean, dry, and streak free and not worn or damaged
 - » All light fixtures are dust-free and working

TOILET

- Clean all exterior surfaces of the toilet, including bowl, stand, tank
- Clean the interior of the toilet bowl using the toilet bowl brush and appropriate cleaning agent
- Make certain that the toilet is spotless and odor-free

FINISHING THE BATHROOM

- Wastebasket
 - » Remove the wastebasket contents and liner and discard
 - » Run water over interior and exterior surfaces
 - » Use a soft sponge on any chrome surfaces and dry to a shine
 - » Put in a fresh liner
 - » Put basket in the hallway while continuing to clean; replace when finished.
- Place the number of fresh toilet rolls & hygienic products required by your hotel in the bathroom
- Using “S” movements, wipe the bathroom walls, door, and doorframe with the appropriate cloth
- Clean and polish all chrome parts, appliance surfaces, cosmetic stands, telephone, curved shower rod, handrail, etc.
- Clean below the sink, including pipes and ventilation grid
- Check the ceiling, lights, and exhaust fan cover and clean as needed

- IF THE GUEST HAS CHECKED-OUT

- » Replace all bathroom amenity supplies specific to your hotel
- » Replace all bathroom towels, washcloths, bathmats, bathrobes, etc. with freshly laundered items

- IF THE GUEST WILL BE RETURNING

- » Replace all used bathroom amenity supplies specific to your hotel
- » Replace with freshly-laundered items any bathroom towels, washcloths, bathmats, etc.
 - That the guest has left on the floor or in the tub
 - That are visibly worn, dirty, or damaged

- Clean the floor using the sponge mop – starting furthest from the door and including behind the toilet and in all corners

- Vacuum floor if needed

- Before leaving the bathroom, perform a 360° check; make sure there are no

- » hairs
- » spots
- » streaks
- » odors

- If there are any strong lingering odors, contact your Supervisor so a deodorizer can be applied

- Leave door open 10°



Replace all bathroom amenity supplies specific to your hotel.



When you are leaving the bathroom for the last time, leave the door 10 degrees open.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Room smelled fresh/clean
- Cleanliness of bathroom
- Quality of bathroom amenities
- Working order of bathroom



If a guest has checked out, change the duvet cover and all bed linens.



If the top sheet is not fitted, tuck it in and fold the corner diagonally.



Stand at the foot of the bed to put a fresh cover on the duvet.

MAKING BEDS

- IF THE GUEST HAS CHECKED-OUT
 - » Change all bed linens and the duvet cover
- IF THE GUEST WILL BE RETURNING
 - » Change bed linens and duvet cover
 - Every 3 days
 - If the guest requests it
 - If any item is soiled or damaged
 - » If linens and duvet are not being changed, restore bed to pre-sleeping condition
 - » Fold any clothing left on the bed and replace in the same spot after making the bed
- Inspect all bed linens and the duvet cover for proper fit, cleanliness, damage, or other problems
- Tie any damaged items together and discard them

WHEN CHANGING LINENS AND DUVET COVER

- Center the new bottom sheet (old bed linens should have been stripped earlier) on the mattress
- If bottom sheet is fitted, tuck in corners; if not, tuck in and fold corners diagonally – head corners first
- If top sheet is fitted, tuck in bottom corners; if not, tuck in and fold corners diagonally
- Stand at foot of bed and put fresh cover on duvet
 - » Center the cover
 - » Unfold with pocket downwards & overlap upwards
 - » Insert bottom of duvet (with tag) into the pocket so tag isn't visible
 - » Grasp upper part of duvet cover by corners and draw toward you
 - » Insert upper part of duvet into upper part of cover, starting with corners
 - » Straighten duvet cover
 - » Make sure the ironed folds of the duvet cover are aligned with those of the top sheet
- Put pillows into cases with tags and zippers opposite to case opening
- If your hotel features pillow protectors as well, put them on first with the zipper inserted first; pillow protectors should be changed according to your hotel's policies
- Arrange the pillows on the head of the bed – with their pillowcase openings folded under and facing toward the edge of the bed

FINISHING CLEANING THE ROOM

- Remove all items to be changed, and then bring new ones from the cart
- As you clean, test
 - » All lights (replace if needed)
 - » TV, TV Remote, and TV Game console (install new batteries if needed)
 - » Clock Radio
- Make sure that high speed Internet equipment is properly connected
- DO NOT TOUCH FIRE ALARMS OR SPRINKLERS
- If any items need repairs that you can't make, notify Maintenance
- Confirm that the closet has the appropriate number of men's and women's hangars and a fresh laundry bag and order form
- Put on gloves
- Dust all surfaces
 - » Furniture
 - » Equipment
 - Microwave
 - Coffee maker
 - Lamp shades (inside and out)
 - Light bulbs (turn off first)
 - » Accessories
 - » Washable paper collateral
- Wipe down
 - » Glass surfaces (using a wiper on insides of windows)
 - » Interior of microwave (discard any contents)
 - » Telephones *
 - » Handles *
 - » Remote control *
 - » TV game panel

(*Use a separate wipe cloth for these and other items guests touch frequently)

 - » Air conditioning grid
 - » Carpet ledges (in the room and corridor)
 - » Spots on walls (notify Maintenance if any don't come out)
- If your hotel has smoking rooms
 - » Always check ashtrays for personal items – place beside ashtray if guest is returning; take to Lost & Found if not
 - » Never empty ashtrays into trash containers – embers could ignite a fire
- Remove gloves



As you clean, test all lights and replace bulbs if needed.



Check that the closet has the appropriate number of hangers and a laundry bag and order form.



Wipe down glass surfaces, telephones and spots on the walls.



If the guest has checked out, discard of any items in the refrigerator.



Begin vacuuming at the farthest point from the door.

- IF THE GUEST HAS CHECKED OUT

- » Empty any water remaining in iron and make sure it and the ironing board are properly stored in the closet
- » Discard any items in the refrigerator
- » Clean and prepare the Hospitality Tray (See HOSPITALITY TRAY CLEANING AND SET UP section later in this handbook)
- » Check all drawers & closets for left-behind items
- » Before leaving room, re-set the climate control according to your hotel's specifications
- » Turn off any other electrical appliances
- » Close drapes
- » Turn off all lights; make sure cupboard door fully closed with interior light off

- IF THE GUEST WILL BE RETURNING

- » If iron has been left out and is plugged in, unplug it but do not move it or the ironing board
- » Do not open the refrigerator
- » Do not open drawers or closets; if left open, close
- » Do not change the setting of the climate control
- » Turn off all lights
- » Drapes
 - If there is a view, only close the sheers
 - If there is no view, close all drapes

- Vacuuming

- » Begin at farthest point from the door
- » Vacuum carpet where bed will be repositioned
- » Move the bed away from the wall and vacuum the carpet under it
- » Reposition bed and vacuum the rest of the floor
- » Vacuum behind floor-length curtains (looking for any items left there)
- » Vacuum chairs & armchairs (lifting cushions to vacuum underneath)

- Continue vacuuming toward the corridor until the entire room has been completed

- Put all trashcans back in position with new liners
- Lay out all collateral materials according to your hotel's standards (including Hospitality Tray – see next section)
- For non-VIP guests and guests not staying in Executive Floor rooms or Suites, place a card informing how to request turndown service conspicuously in the room
- Close all windows
- Confirm the room is guest-ready
 - » Fresh-smelling – no odors
 - » Clean
 - » Welcoming feel
- Close and lock the door



Close all windows before leaving the room. Leave the drapes open if the room has a view.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Comfort of bed
- Decor/furnishings of guest room
- Cleanliness of guest room
- Quietness of guest room
- Heating/cooling/ventilation system worked properly
- Room smelled fresh/clean



As part of the turndown service, straighten the bed and turn down the duvet.



Place a hotel-approved complimentary amenity on the folded duvet next to the pillows.



Set up the hospitality tray with the appropriate items for your hotel.

TURN-DOWN SERVICE

- Turndown service is offered to provide guests with a warm feeling of “home away from home”
- Turndown service is offered
 - » Unprompted to all identified VIP guests and those staying in Executive Level rooms or Suites
 - » To all other guests upon request
- As part of turndown service,
 - » Empty waste baskets and ashtrays (if present)
 - » Straighten bed, turn down duvet
 - Single occupancy: On side closest to bedside phone
 - Double occupancy: On both sides of the bed
 - » Clean and prepare the Hospitality Tray (see next Section)
 - » Place a hotel-approved complimentary amenity (such as chocolate or a small gift) on the folded duvet next to the pillow
 - » Set all curtains, sheers, and draperies to maximize any notable view; if no view, curtains and blackout curtains should be drawn
- Following turndown service, neatly straighten and return all guest belongings where they had been left
- Turn on light nearest the phone
- If the guest has requested, clean the whole room

HOSPITALITY TRAY CLEANING & SET-UP

- The Hospitality Tray set up includes
 - » 2 packets of short bread
 - » 2 coffee cups and saucers (or mugs)
 - » 2 tea spoons
 - » 1 kettle – minimum ½ liter capacity
 - » 1 holder for coffee, tea, sugar and creamer powder portions
 - » 1 dish for used tea bags
 - » Minimum selection of freeze-dried coffee (2 regular 2 decaffeinated)
 - » Minimum selection of teas (4 English Breakfast tea bags & 2x2 Herbal Infusions)
 - » Minimum selection of sweeteners (4 white, 4 brown sugars, 2 zero-calorie sweeteners)
 - » 4 UHT milk portions and milk cups

- Cleaning & preparing Hospitality Tray

- » Before cleaning boiler, switch off boiler & remove plug from wall; do not moisten electrical components
- » Clean wall behind boiler, removing any splash marks
- » Remove any debris between items on the tray
- » De-scale Kettle
- » Clean the Kettle and Ice Bucket inside and out – polish to stain-free
- » Check that the kettle works
- » Re-stock all items on the tray and arrange according to your hotel's standards

HOUSEKEEPING REQUESTS

- We respond to all Housekeeping requests quickly and effectively – while maintaining our guest's privacy and well-being
- Respond to all requests within 10 minutes or within an alternate time frame agreed-to by the guest
- If the request involves any problem with how the room was cleaned or with missing items, offer a sincere apology
- If the situation requires a follow-up
 - » Explain when and who will carry out the follow-up
 - » Contact the guest after the situation has been resolved to ask if they are satisfied



Always replace used cups with clean cups with lids from your cart. Replace cups when new guests are arriving.



Respond to all Housekeeping requests quickly and effectively.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Staff made me feel welcome throughout my stay
- Helpfulness of hotel staff
- Hospitality of Housekeeping staff
- Overall Service
- Overall Experience

DELIVERING THE BRAND PROMISE

As a member of the our brand, always know that

Your work is valued

Your service is important

Your success is critical to the delivery of the Brand Promise!