

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Entering a Guest Room</b>	<i>CODE:</i> 03.05.014
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**Entering a guest room procedure:**

Before entering a room, Team members should ring the bell once, announcing the Department, wait 10 counts then ring the bell again, announcing the Department and wait another 10 counts.

Insert the key card into the lock, if a red light shows, the guest may have doubled locked the room or the card is malfunctioning, recheck the room later. If the green light shows you can enter the room.

Open the door slowly and ring the bell again, announcing “.....” (Housekeeping, Room Service)

If the guest answers then ask if they would like their room serviced, if the guest declines, politely ask for a convenient time to return.

If the guest is sleeping, quietly withdraw from the room.

If you are in a room and the guest returns, politely inquire if you can continue or return at a latter time.

Guests with the Do Not Disturb light on should not be disturbed and the appropriate procedures used.

When Team member are working inside a room, always place the trolley in front of the room door to limit access to the room while cleaning is in progress.

Linen should never be used to keep doors open.

Never allow other team members or friends in the room, unless authorized by Supervisor/Manager.