

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Priority Cleaning Sequence	<i>CODE:</i> 03.05.018
		<i>EDITION:</i> 1
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Policy & Procedure:

Rooms should be cleaned giving the following categories priority to ensure Guests needs are being satisfied.

VIP Rooms

VIP rooms should be identified clearly on the Room Attendants sheets and Supervisors worksheets. The Room Attendants should give these rooms priority unless they are DND, in which case as soon as the DND is removed service should be given as soon as possible.

The next priority should be given to rooms with “Please Attend” sign on the door.

Once this has been completed, priority can be given to cleaning checkout rooms to prepare for the days expected arrivals.

After servicing priority rooms, stay-over rooms without any signs should be attended to.

Supervisors should follow up that all VIP occupied rooms have been given service before 11am unless directed otherwise by the Guest. All occupied rooms should be given service before 2pm as much as possible.

Supervisors should ensure that rooms allocated for Guest arriving should be ready before 3pm.

Rooms, which have been allocated for VIP guests arriving, should be ready before 11am, in order for the Executive/Assistant Housekeeper to check the rooms.