

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Housekeeping Service	<i>CODE:</i> 03.05.041
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Policy & Procedure:

- Special requests made at the time of reservation will be put in the room prior to check-in. This is highlighted through Special codes and traces i.e. extra beds, cots etc.
- Non-allergic items will be readily available for guests e.g. non-feather pillows etc.
- A complimentary baby amenity kit will be placed in rooms where babies are staying, as per standards.
- Room Attendants carts will always be neatly stocked, in front of the guest doors and not blocking the corridor.
- A sign should be placed on the door indicating the room is being serviced.
- Guest rooms will be cleaned at a time preferred by the guest, and this should be noted in the Guest History for future stays.
- Room attendants should turn off vacuums when guests are passing.
- Extra items to be available to guests on a request basis are:

<input type="checkbox"/> Extra Beds	<input type="checkbox"/> Extra Pillows
<input type="checkbox"/> Baby Cots	<input type="checkbox"/> Hair Dryers
<input type="checkbox"/> Hypo Allergenic pillows	<input type="checkbox"/> Dental Kits
<input type="checkbox"/> Transformers	<input type="checkbox"/> Flowers & vases
<input type="checkbox"/> Adaptors	<input type="checkbox"/> Hot Water bottle
<input type="checkbox"/> Modem Adaptors	<input type="checkbox"/> Hard Board
<input type="checkbox"/> Baby Chairs	<input type="checkbox"/> Iron and Boards
<input type="checkbox"/> Wheel chairs	<input type="checkbox"/> Emergency Kits – Male & Female
<input type="checkbox"/> Extra Hangers	<input type="checkbox"/> Bibles
<input type="checkbox"/> Mobile clothes rail	<input type="checkbox"/> Baby Sitting Facilities
<input type="checkbox"/> Alarm Clocks	<input type="checkbox"/> Kettles
<input type="checkbox"/> First Aid Box	<input type="checkbox"/> Luggage Rack
<input type="checkbox"/> Shoe Shine	<input type="checkbox"/> Baby Items – bath, nappy bins etc.
<input type="checkbox"/> Sanitary towels	<input type="checkbox"/> Packaging facilities
<input type="checkbox"/> Umbrella	<input type="checkbox"/> Torch
<input type="checkbox"/> Fans	<input type="checkbox"/> Heaters
<input type="checkbox"/> Extra Blankets	<input type="checkbox"/> Scissors
<input type="checkbox"/> Shaving Kits	<input type="checkbox"/> Clothes Brush
<input type="checkbox"/> Combs	<input type="checkbox"/> Talcum powder