
	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Initial Guest Room Condition	<i>CODE:</i> 03.05.042
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Policy & Procedure:

The guest rooms should offer a consistently clean and sanitary environment and create a comfortable and welcoming environment.

- Upon entering the guest room should appear clean and welcoming.
- Room should be fresh smelling and be free of nicks, scratches, scuffs, chips, spots and dust.
- The room should have good ventilation and Air Conditioning.
- All paintwork will be fresh, clean, not chipped and free of stains.
- All walls, ceilings and woodwork will be clean, free of scuffs and stains.
- All linens will be free of discolouration, free of stains, hairs, holes, well pressed, non-frayed, and fresh looking.
- All windows, glass doors and mirrors will be clean, without any streaks and smudges, sills and frames to be clean.
- Windows and doors open correctly with no adverse sounds.
- Mattress and spring box will be in good condition, undamaged and without spots.
- Headboard should be in good condition, undamaged and without spots.
- Bed ruffle should be straight in a good condition and clean.
- Beds should look comfortable and plush.
- Drawers and shelves in armoires will be free of dust, debris, sticky substances and chipped surfaces.
- Drapes/blinds to be free of stains, holes, hang properly on rails and close properly.
- Furniture and cushions to be puffed up, in good condition, free of stains, holes and tears.
- All electrical switches in good working order, light bulbs working and of the correct voltage.
- All televisions, radios and clocks will be in good working order, with correct reception, time and all cables neatly tied together. Properly tuned to TV channels.
- The bathroom clean, free of hair, soap residue, cracks, mould, chips and clean grouting.

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- All fixtures and faucets polished, shiny, not dripping, and free of hair, damage and discoloration.
- Temperature controls simple to use and hot and cold taps are clearly indicated.
- Drains in good working order and taps function smoothly, providing appropriate water pressure.
- All counters clean, dry, free of dirt, film, build up or dust.
- Spare toilet roll, full box of tissues, clean water glasses, and full bathroom amenities setup.
- Towels and bathrobes clean, absorbent, free of stains, tears, discoloration and are fluffy.
- Bathroom amenities to be clean, unused and conveniently displayed.
- All skirting and lampshades will be clean, free of stains, tears or discoloration and lamp seams will face the wall.
- Telephones will be clean, especially earpieces of handsets, and instructions on voicemail, phone and extensions will be displayed near the phone. Notepad and pencil to be available next to the phone.
- Guest services directory will be available in each guest room, will be complete, up to date and free of tears, stains and scratches.
- Room will be ready with any special requests made by the guest, at the time of reservation.
- On request child safe amenities will be put in rooms with babies, i.e. plug covers, window locks.
- Vents to be free of dust, clean and have no spots around it.
- In rooms with balcony's they should be swept and clean.
- Cords for TV, lamps and telephones are neatly displayed, and excess cords tied up.
- The room should be set up with the appropriate amenities as dictated by the Management.