

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Cleaning of a Guest Room</b>	<i>CODE:</i> 03.05.043
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**Policy & Procedure:**

- Preparation:
  - Ensure trolleys is stocked
  - Ensure adequate chemicals and appropriate materials
  - Ensure vacuum cleaner is in working order and the vacuum bag is not full.
  
- Enter the Guest room using the Hotel Standards.
  
- Guest rooms should be cleaned in a sequence:
  - Turn on all lights
  - Open the curtains
  - Weather permitting open the window to air the room, or put AC on low.
  - Remove room service trays and place in service area
  - Go clockwise around the room collecting all rubbish, dirty glasses etc. Items to be washed should be put in the bathroom.
  - Empty bins and rubbish into garbage bag on trolley, place bins in the bathroom.
  - Remove bed linen checking mattress pad for cleanliness and change if necessary.
  - Collect all soiled linen from the bathroom as well and put into the dirty linen bag on the trolley.
  - Bring caddie, vacuum cleaner and clean linen into the room
  - Make the bed with fresh sheets.
  - Clean the rest of the bedroom, starting at furthest point from entrance and working back towards the entrance using hotel procedures.
  - Clean the bathroom using the hotel procedures.
  - Vacuum the room systematically
  - Take a look around the room to check everything is in place, AC is on correct setting
  - Spray air freshener and switch off lights.
  - Remove Attendant in room sign and close the door.
  - Update assignment sheet.
  
- The sequence of cleaning a Guest room does not vary but there are extra tasks to be performed in occupied rooms, checkout rooms, vacant rooms and VIP rooms.
  
- In occupied rooms the following extra services to be provided:
  - Guest toiletries to be neatly arranged on a face cloth.
  - Newspapers to be neatly stacked and placed on the table.
  - Guest's personal papers and belongings should not be disturbed.
  - Guest's clothing will be hung in closets or folded and placed on the bed.
  - Shoes will be paired together and placed neatly.

All guest supplies should be replenished on an "as used" basis.