
	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Inspections</b>	<i>CODE:</i> 03.05.048
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 2

**Policy & Procedure:**

In order to provide a consistently clean and sanitary environment for the guests, reflecting the managements care in creating a comfortable guest experience room inspections must be carried out.

- All guest rooms occupied or not are inspected each day.
- Inspections are to be used as a guideline by:
  - Executive Housekeeper
  - Assistant Executive Housekeeper
  - Supervisors
- Random thorough checks of 10 – 12 rooms to be completed daily.
- Used to analysis problem areas.
- To monitor the performance of the Room Attendants
- To maintain performance cards for each Room Attendant, used as a performance measurement.
- Results should be tabulated weekly and monthly and an average performance of the week and month should be highlighted.
- Housekeeping Department to weekly identify key focus areas for rooms.
- Minimum standard should be established for the department performance target on a weekly/monthly basis.
- Public Area inspections check list to be used as a guideline by:
  - Executive Housekeeper
  - Assistant Executive Housekeeper
  - Supervisor
- Random checks of 3 to 5 areas per day.
- Should be used to identify and analysis problem areas.
- To monitor the performance of the Public Area Attendant.
- To maintain performance cards for each Public Area Attendant, used as a performance measurement.

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		<i>PAGE</i> 2 OF 2

- Attached are the checklists used when inspections are being carried out.
- Regular inspections should be carried out in the following areas with the Executive Housekeeper, Chief Engineer and Resident Manager:
  - Guest Bedrooms
  - Public Areas
  - Health Club
  - Back of House
  - Banquets
  - Car-park and external areas
  - Restaurants
- Records should be maintained and the appropriate action taken to rectify any discrepancies.