
	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Public Areas	<i>CODE:</i> 03.05.051
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Policy & Procedure:

To provide a consistently clean and sanitary environment for guests, reflecting management's care in creating comfortable guest experience and providing a luxurious and welcoming environment.

- On entering the hotel, all public areas will be spotlessly clean and welcoming with flowers in the areas.
- Signage will be clearly visible for guests, dust free, well polished and in good condition.
- Carpets will be clean, free of spots, holes and tears and will have no frayed edges.
- All brass will be polished, shining and free of fingerprints.
- Ashtrays to be regularly cleaned and the hotel logo to be stamped in sand ashtrays.
- Telephones to be clean, especially the earpieces of handsets, and proper phone information to be displayed near the phone. Paper and pencil will be available near house phones.
- Furniture will be dust free, not chipped, without stains, not wobbly and in general good condition.
- Walls and ceiling will be clean, without scratches, spots and discolouration.
- All areas will be free of nicks, scratches, chips, spots and dust.
- All electrical switches will be in good working order, light bulbs will be working and have the correct voltage.
- All windows and mirrors will be clean, no streaks and smudges.
- Windows and doors can be correctly secured and opened without screeching sounds.
- Public cloakrooms and restrooms will be clean, free of hairs, soap residues, cracks/chips and grouting will not be discoloured.
- Public washrooms will be clean, spotless and sanitized and fresh smelling.
- The following provisions should be in the restrooms:
 - 2 toilet rolls per stall
 - Facial tissue
 - Liquid soap
 - Sanitary bags

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- Paper towels
- Washcloths in certain areas
- Trash bins will be clean, not overflowing and will be clearly separated from bins used for towels.
- All fixtures and faucets in public restrooms will be polished, shiny and not dripping.
- Public Area Attendants will carry a basket neatly stocked, which will be placed in a non-obtrusive location.
- Lost and found articles will be immediately turned in.
- All team members will take ownership of the presentation of the Public Areas and will actively ensure they remain presentable.
- All guest contact team members will be able to answer basic questions about the property, will take ownership of simple requests and not refer guests elsewhere.