

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Delivery of Babycots & Extra Beds	<i>CODE:</i> 03.05.061
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Policy & Procedure:

- All items to be delivered to a room should be logged in the Extra bed/Baby Cot register and a trace placed on the room to remove the item on departure.
- The age of the child should be checked in order to deliver the correct item.
- Extra beds should be in a good state of repair, free from dust and dirt.
- The bed should be made with clean sheets, pillows and duvet.
- The bed should be positioned in an appropriate place in the room allowing free passage around it from at least 1 side.
- A spare set of towels and amenities should be placed with all extra beds.
- The bed can be stored in an upright position during the day and placed down in the evening turndown depending on guest preferences and space allocations.
- Baby cots should conform to relevant safety standards, be in good condition, be clean, free from dust, dirt and be disinfected.
- The cot should be made with the relevant baby sheets and blankets, ensuring there are no tears, marks and they are clean.
- The baby cot should be placed close to the main bed, with appropriate moving place.
- Baby items should accompany all cots placed in rooms.
- All items requested in advance should be placed in the room prior to the guest's arrival if possible.
- If requests are made on arrival the items must be delivered in the shortest time possible, the maximum time being 30 minutes.