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SPHM
HOSPITALITY

SPHM – ROOM ATTENDANT HANDBOOK



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Room Attendant Handbook



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HOUSEKEEPING ROOM ATTENDANT

TASK 01: Assignment Sheet

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Go to the Housekeeping office to pick up assignment sheet listing room numbers and status of cleaning.④ Write your full name on assignment sheet.④ Review listed rooms for:<ol style="list-style-type: none">1) Check-outs2) Stay-overs3) Number of rooms listed4) Assignment area④ Clean assigned rooms according to priority:<ol style="list-style-type: none">1) Early check-ins2) Guest requested service times3) V.I.P. rooms4) 12:00 noon arrivals5) Check-out rooms6) Service rooms④ Note on assignment sheet:<ol style="list-style-type: none">1) Any rooms you were unable to complete and the reason2) Any guest requests for the specific room3) Any maintenance problem in the room to be repaired	<ul style="list-style-type: none">④ All Room Attendants have written room assignments showing date and assigned area/room numbers.④ Assignments are picked up at the start of the shift.④ Rooms cleaned according to the category priority.④ Completion time is written as each room is finished.④ DND rooms that were unable to be cleaned are noted on the sheet.



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TASK 02: Cleaning Supply Caddies

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Pick up supply caddies from _____ and ensure caddie is properly stocked with rags and chemical spray bottles. ④ Ensure that spray bottles are full and function properly. ④ Cleaning chemicals/supplies: <ul style="list-style-type: none"> 1) Window cleaner 2) All-purpose disinfectant 3) Room deodorizer 4) Furniture polish 5) Toilet bowl cleaner and disinfectant (non-corrosive) 6) Mold/mildew remover 7) Chrome polish 8) Mop 9) Vacuum 10) Broom 11) Dust pan 12) Dusting brush 13) Scrub brush 14) Grout brush 15) Scrub pad 16) Bucket 17) Pair of rubber gloves 18) Clean rags 19) Trash liners 20) Light bulbs 	<ul style="list-style-type: none"> ④ All bottles are full and clearly labeled; sprayers are functioning. ④ Bed linens or hotel terry are <u>never</u> used for cleaning. ④ Rags and cloths are freshly cleaned. ④ All chemicals handled according to MSDS standards. ④ Vacuum cleaner is: <ul style="list-style-type: none"> 1) Free of dust and dirt 2) Free of exposed wires 3) In working condition ④ Vacuum bag is not full. ④ Cleaning equipment is in good working condition: <ul style="list-style-type: none"> 1) Bristles are firm and full 2) Scrubbers are not worn down 3) Buckets are free of dirt and cracks/holes ④ Broken equipment is reported and returned to Housekeeping.



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TASK 03: Carts

PROCEDURE	STANDARD
<p>④ Go to the linen closet where the carts are stored and pick up assigned linen cart and vacuum cleaner.</p> <p>④ Stock the cart with sufficient amounts of the following items:</p> <p>④ <u>LINEN/TERRY:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> double sheets <input type="checkbox"/> king sheets <input type="checkbox"/> pillow cases <input type="checkbox"/> bath towels <input type="checkbox"/> hand towels <input type="checkbox"/> wash cloths <input type="checkbox"/> bath mats <input type="checkbox"/> bath rugs <p>④ <u>BATHROOM AMENITIES:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> toilet tissue <input type="checkbox"/> facial tissue - boutique <input type="checkbox"/> facial tissue - boxes <input type="checkbox"/> water conservation cards <input type="checkbox"/> glass covers <input type="checkbox"/> glasses <input type="checkbox"/> shower liners <input type="checkbox"/> shower curtains <input type="checkbox"/> shower caps <input type="checkbox"/> shampoo <input type="checkbox"/> conditioner <input type="checkbox"/> toothbrush kits <input type="checkbox"/> face soaps <input type="checkbox"/> body soaps <input type="checkbox"/> bath gels <input type="checkbox"/> lotions <input type="checkbox"/> fabric wash <input type="checkbox"/> vanity kits <input type="checkbox"/> aloe vera <input type="checkbox"/> sewing kits <p>④ <u>BEDROOM AMENITIES:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> laundry bags <input type="checkbox"/> laundry slips 	<p>④ Carts contain the specified supplies prior to removing carts from the linen room.</p> <p>④ All supplies are stocked on the cart in the specified location.</p> <p>④ Carts are restocked with supplies as needed throughout the shift.</p> <p>④ Carts are free of dirt and trash.</p> <p>④ Carts are balanced and not broken.</p> <p>④ Linen and terry are free of stains, spots and not frayed or discolored.</p> <p>④ All bathroom amenities are full and:</p> <ol style="list-style-type: none"> 1) Free of dust, dirt and tears or damages 2) Boxes are free of marks and dents <p>④ Bedroom amenities are:</p> <ol style="list-style-type: none"> 1) Free of stains, spots, marks, bent edges or tears 2) Current 3) Ashtrays, glasses and coffee cups are free of stains, chips and cracks



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TASK 03: Carts

PROCEDURE	STANDARD
<ul style="list-style-type: none"><input type="checkbox"/> movie cards<input type="checkbox"/> matches<input type="checkbox"/> ashtrays<input type="checkbox"/> weekly flyers<input type="checkbox"/> comment cards<input type="checkbox"/> note pads<input type="checkbox"/> pens<input type="checkbox"/> postcards<input type="checkbox"/> envelopes<input type="checkbox"/> sheets stationery<input type="checkbox"/> telephone rate cards<input type="checkbox"/> DND signs<input type="checkbox"/> magazines<input type="checkbox"/> coffee cups<input type="checkbox"/> glasses	



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TASK 04: "DND" Rooms

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ In the afternoon, for all "Do Not Disturb" rooms, have management call the Front Desk to see if guest is staying over, or is checking out after ____ p.m.④ Management calls rooms and asks if guest would like their room serviced at this time, or if they are staying over.④ If no one responds to phone call, knock on the door and enter to determine the status of the room.④ If occupied, continue to try to contact on PM shift.④ If guest still declines service and is posting "Do Not Disturb" sign, and unable to clean room:<ol style="list-style-type: none">1) Slip card under the door2) Note on room assignment sheet "Do Not Disturb" and time still posted	<ul style="list-style-type: none">④ All "Do Not Disturb" rooms are <u>not</u> disturbed and called into Housekeeping by ____ p.m.④ Every room has to be entered at least once daily by a member of the staff.④ Any DND room that was not cleaned is noted on assignment sheet.



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TASK 05: Enter Room

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Leave DND rooms undisturbed. ④ Knock on door with knuckles and announce pleasantly, "Housekeeping." ④ Wait 5 seconds for guest to respond. ④ Knock a second time. If no answer: <ul style="list-style-type: none"> 1) Open door with key, six inches 2) Announce "Housekeeping" again 3) Enter room 4) Place doorstop to prop open door 5) If the guest is sleeping, quietly withdraw from room ④ If guest answers after you knock, politely ask when they would like to have their room serviced. ④ If you are working and the guest returns, politely ask guest to verify that they are registered to the room. <ul style="list-style-type: none"> 1) Inquire if the guest would like you to return later ④ While working in the guest room, always leave the guest room door open and blocked with your cart. 	<ul style="list-style-type: none"> ④ Knock on the door twice before entering. ④ Announce yourself in a clear, moderate voice before entering room. ④ Do not knock with keys or other objects. ④ All guests greeted with eye contact, a smile and appropriate salutation. ④ Door to guest room must always be open when working inside; cart always blocks access to room entrance door. ④ Linen may <u>never</u> be used for a doorstop. ④ Never allow other employees or friends in room unless authorized by the floor supervisor. ④ Only guests whose key/card proves them as the correct occupant are allowed to enter the room.



HOUSEKEEPING ROOM ATTENDANT

TASK 06: Position Cart

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Pull the linen cart up to the door with the linen side facing the entrance.④ Place linen cart completely in front of the door and flush with the wall.④ Keep vacuums and other equipment in the room/on the cart.	<ul style="list-style-type: none">④ The linen cart is placed at the door, as close as possible to the room, with the linen side facing the room.④ Never leave cart, vacuum or other equipment unattended in hallways. Return items to linen room when on break.④ Outside access to room is blocked while in room cleaning.



HOUSEKEEPING ROOM ATTENDANT

TASK 07: Room Cleaning Sequence

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Check room for bed type. Take in clean linen; place on nearest chair. ④ Open drapes and balcony/patio door. ④ Strip beds: <ol style="list-style-type: none"> 1) Inspect condition of pillows, bedspread and blankets and place on a chair. 2) Shake bedding to look for lost and found items. 3) Place soiled sheets and towels in linen bag on the cart. 4) Place stained, torn or ruined linens on the side of the cart and leave in the designated linen room container. ④ Empty ashtrays into trash containers. Pick up all trash from bedroom and bathroom (to include coasters, flyers, etc.); deposit in trash bag on cart. ④ Pick up dirty glasses, mugs, coffee pot, ashtrays, trays; place on bathroom counter. ④ Spray tub, soap dishes, toilet, sink, counter and glasses; allow chemicals to soak in. ④ Make beds. Set aside linen with stains or holes. ④ Dust room, starting with closet. <ol style="list-style-type: none"> 1) Check supplies and lights at the same time 2) Start at one corner and work your way around, creating a complete square 3) Service Rooms - Straighten guest's items 4) Check-Out Rooms - See next task ④ Clean the balcony/patio: <ol style="list-style-type: none"> 1) Wipe down chairs 2) Clean floor and walls ④ Clean the bathroom: 	<ul style="list-style-type: none"> ④ Rooms are cleaned in specified 14 step sequence to maximize time. ④ Rooms are aired out while cleaning. ④ Correct size bed linens taken into the room. ④ Fresh bed linens are free of stains, holes and tears. ④ Clean bed linens never placed on the floor. ④ Damaged linens are kept separated from dirty linens. ④ Bathroom cleaning chemicals are allowed to soak in before scrubbing surfaces. ④ Surfaces are dusted in a non-stop sequence from the first corner to the last corner of the room. ④ Burnt out light bulbs are replaced. ④ Radios are left off in all rooms. ④ Rooms are vacuumed from farthest end to entrance door. ④ Balcony/patio doors are closed when finished cleaning the balcony/patio. ④ Sheers are left closed and drapes are pulled half-way back. ④ Status of room is called/dialed into Housekeeping office. ④ All maintenance requests are called/dialed into Housekeeping office.



HOUSEKEEPING ROOM ATTENDANT

TASK 07: Room Cleaning Sequence

PROCEDURE	STANDARD
<ol style="list-style-type: none">1) Sweep floor2) Scrub counter/sink3) Sanitize glasses/mugs4) Shower wall/tub5) Scrub toilet6) Finish glassware/sink area7) Wipe mirror8) Replace towels, amenities and trash can liners9) Wipe floor <p>④ Vacuum room, starting from far end and work your way out.</p> <ol style="list-style-type: none">1) Close balcony/patio door2) Close sheers; align drapes3) Turn air conditioner on low/heater to ____ ° F <p>④ Inspect room, starting at one corner and work your way around in a square.</p> <p>④ Spray room with air freshener.</p> <p>④ Call in status of room and work requests.</p>	



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TASK 08: Check-Out Rooms

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Follow procedures for room cleaning sequence with the following additions:<ol style="list-style-type: none">1) Open all drawers and wipe with a damp rag.2) Check under the bed.3) Check inside the safe for items left by the guest.4) Turn on television and radio; check that they are in proper working order; then turn off.5) Check for any damages within the room or needed repairs and report it to the supervisor or Housekeeping office.6) Turn in all items left behind by guests to "Lost and Found."7) Replace bathroom and bedroom amenities.8) Reset television to channel ____.9) Reset alarm clock to "Off."10) Reset correct time on clock.11) Set radio to station ____ on low volume.	<ul style="list-style-type: none">④ All check-out rooms are cleaned with the specified additional steps.④ Items left behind by guests are turned in to "Lost and Found."④ Bathroom and bedroom amenities are restocked to full par; partially used amenities are disposed.④ Television and radio reset to specified stations.④ Correct time is shown on clock.④ Alarm is in "Off" position.



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TASK 09: Deep Cleaning Rooms

PROCEDURE	STANDARD
<p><u>PREP ROOM:</u></p> <ul style="list-style-type: none"> ④ Take extra supplies (bed pads, shower curtains/liners). ④ Check room for bed type. Take in clean linen; place on nearest chair. ④ Open drapes and balcony/patio door. ④ Strip bed: <ol style="list-style-type: none"> 1) Inspect condition of pillows, bedspread and blankets and place on a chair. 2) Shake bedding to look for lost and found items. 3) Remove the bed pad. 4) Place bed pad, soiled sheets and towels in linen bag on the cart. 5) Place stained, torn or ruined linens on the side of the cart and leave in the designated linen room container. ④ Empty ashtrays into trash container. Pick up all trash from bedroom and bathroom (to include coasters, flyers, etc.); deposit in trash bag on cart. ④ Pick up dirty glasses, mugs, coffee pot, ashtrays, trays; place on bathroom counter. ④ Inspect room for: <ol style="list-style-type: none"> 1) Change of bedskirting, bedspread or blanket 2) Check under beds 3) Items beyond reach behind the bureau 4) Re-hooking of drapes 5) Windows to be washed 6) Carpet to be shampooed 7) Change of chair cushions 8) Damaged furniture/fixtures ④ Make phone calls to order bedspreads and 	<ul style="list-style-type: none"> ④ Rooms are deep cleaned __ times per month in specified 19 step sequence to maximize time. ④ All deep cleaned rooms are to be inspected. ④ Rooms are aired out while cleaning. ④ Correct size bed linens taken in to the room. ④ Clean bed linens never placed on the floor. ④ Bed pads are changed when deep cleaning a room. ④ Damaged linens are kept separated from dirty linens. ④ All bed linens (including skirting, spread, blanket) are free of stains, holes and frays. ④ No debris is left under beds, mattresses, chair cushions or behind furniture. ④ Drapes hang evenly with all hooks firmly attached. ④ Windows are free of streaks, spots, cracks and mildew. Bathroom cleaning chemicals are allowed to soak in before scrubbing surfaces. ④ Dusting is done in a square sequence around the room. ④ All surfaces are left free of dust, hairs, streaks and stickiness. ④ Safes are empty. ④ All lights function; burnt out bulbs are replaced.



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TASK 09: Deep Cleaning Rooms

PROCEDURE	STANDARD
<p>place work orders.</p> <p>④ Spray tub, soap dishes, toilet, sink, counter and glasses; allow chemicals to soak in.</p> <p>④ Sweep carpet edges, including under the bed.</p> <ol style="list-style-type: none"> 1) Start from one corner and work around in a square. 2) Remove items behind the bureau with a broom. <p>④ <u>BEDROOM:</u></p> <ol style="list-style-type: none"> 1) Make beds. 2) Do not make beds if waiting for bedskirts or bedspreads. Dust room, starting with closet and work your way around, creating a complete square. 3) Dust louvers with dust brush and wipe with rag if needed. Test louvers. 4) Wipe down all drawers with a damp rag. 5) Clean safe. 6) Wipe down door frames, picture frames, marks on walls. 7) Dust lamps and test light bulbs. 8) Clean under T.V. 9) Test T.V., remote and radio. 10) Wipe down air conditioner. 11) Clean telephone and radio with a toothbrush. 12) Clean chair rungs. 13) Clean wall outlets. <p><u>BALCONY/PATIO:</u></p> <p>④ Clean the area:</p> <ol style="list-style-type: none"> 1) Spray walls, railing and bird droppings 2) Wipe down chairs and table 3) Wipe streaks off walls 4) Clean door tracks 5) Sweep and mop floor <p><u>BATHROOM:</u></p>	<p>④ TV and remote function correctly.</p> <p>④ Radios are left off in all rooms, except in V.I.P. rooms only where they are turned on by the supervisor.</p> <p>④ Balcony/patio doors are closed when finished cleaning.</p> <p>④ Bathroom surfaces are left free of mildew, hairs, dust, streaks and dirt.</p> <p>④ Medicine cabinet is empty.</p> <p>④ All bathroom amenities are fresh, full and free of marks.</p> <p>④ Sheers are left closed and drapes are pulled halfway back.</p> <p>④ Rooms are vacuumed from farthest end to entrance door.</p> <p>④ Status of room is called/dialed in to Housekeeping and noted on the assignment sheet immediately as it is completed.</p> <p>④ All maintenance requests are called/ dialed in to Housekeeping office.</p>



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TASK 09: Deep Cleaning Rooms

PROCEDURE	STANDARD
<p>④ Clean the bathroom:</p> <ul style="list-style-type: none">1) Sweep floor2) Clean hairdryer; use toothbrush if needed3) Clean medicine cabinet4) Clean pipes under sink5) Clean counter, sink, ledge and amenity tray6) Sanitize glasses/mugs7) Clean shower wall8) Clean tub9) Clean toilet10) Finish glassware and sink area11) Clean spots off bathroom ceiling12) Clean mirrors13) Change shower curtain/liner (if needed)14) Replace towels, amenities and trash can liners15) Scrub bathroom floor, corners and edges; wipe dry <p><u>CARPET:</u></p> <ul style="list-style-type: none">④ Vacuum the room, starting from far end and work your way out.④ Inspect room, starting from one corner and work your way around in a square.④ Replace compendium, memo pads, matches, etc.④ Spray room with air freshener.④ Call in room status and work requests.	



HOUSEKEEPING ROOM ATTENDANT

TASK 10: Empty Trash

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Pick up all ashtrays and empty contents in trash container. ④ Double check that all butts in ashtrays are extinguished before discarding them in trash. ④ Place all ashtrays on bathroom counter. ④ In a right to left direction, pick up all trash from the room and place in trash bag on linen cart. ④ Wipe out trash containers with damp cloth and dry. ④ Place a liner in each trash container. ④ Place bath trash container on left hand side of sink without liner. ④ Place bedroom trash container underneath the desk/next to the dresser. ④ Check condition of matches and place with logo sitting up, next to ashtrays. 	<ul style="list-style-type: none"> ④ No trash is left in the room. ④ Waste baskets are empty and clean with liner inside. ④ Waste baskets are dry, no streaks or fingerprints. No odors. ④ All ashtrays are clean and dry, free of butts and ashes, no chips or smudges. ④ Ashtrays placed in correct locations with matches sitting logo up next to the ashtray. ④ Matches are full, no marks, scratches. ④ Emptying trash can be a safety hazard. Do not put your hand inside the container. ④ Ashtray placements: <ul style="list-style-type: none"> 1) ____ on table 2) ____ on dresser 3) ____ on nightstands 4) ____ on balcony/patio table 5) ____ on bathroom vanity



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TASK 11: Room Service Trays/Tables

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Remove all Room Service items from the room. Fold Room Service tablecloths neatly over the top of the tables.④ Call Room Service to pick up items.④ Pull table tray out of room and put in hallway.④ Notify supervisor if guest hallways become cluttered with Room Service items.④ If necessary, remove to service elevator landing. Never leave in guest hall areas.	<ul style="list-style-type: none">④ Room Service trays/tables pulled out of the room and put in corridors for pick up by Room Service.④ All Room Service items (glasses, china, silverware, condiments, etc.) removed from room and placed in service areas out of guest's view.



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TASK 12: Remove Dirty Terry And Bed Linens

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Remove all dirty bath terry from the bathroom and place in bag on linen cart.④ Strip beds:<ol style="list-style-type: none">1) Remove pillow cases from pillows and place with dirty bath linen.2) Place pillows, bedspread and blankets on a chair; if these items are soiled, replace with fresh one.3) Remove bed pad if soiled or when deep cleaning a room.4) Shake bedding to look for lost and found items.5) Place soiled sheets in linen bag on the cart.6) Place stained, torn or ruined linens on the side of the cart and leave in the designated linen room container.	<ul style="list-style-type: none">④ All soiled terry and linens removed from the room.④ Damaged linens kept separated from soiled linens.④ Pillows, bedspreads and blankets on a chair, never on the floor.



HOUSEKEEPING ROOM ATTENDANT

TASK 13: Fresh Linen

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Bring fresh linen back into the room including:<ol style="list-style-type: none">1) Sheets of the proper size and color2) One pillowcase for each pillow④ Place clean linen on the chair or bench.	<ul style="list-style-type: none">④ Never bring fresh linen into the room until all dirty linen has been stripped.④ Fresh linen should be free of holes, tears, stains or wrinkles.④ Only the correct amount of linen brought into the room.④ No clean linen placed on floor.④ Any bed disturbed in any way must be changed with new linen.



HOUSEKEEPING ROOM ATTENDANT

TASK 14: Clean Vanity/Sink/Mirror/Hair Dryer

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Spray sink and counter surfaces with all purpose cleaner; allow chemicals to soak in. ④ Scrub surfaces with a sponge and rinse with hot water. ④ Clean, dry glasses/mugs/ashtrays (see Task for procedures on this). ④ Dry the entire surface of the sink and vanity, paying special attention to the chrome fixtures. ④ Leave the sink drainstop in open position. ④ Wipe down the hardware beneath the vanity area. ④ Open medicine cabinet in check-out rooms. Wipe down shelves and all surfaces. ④ Wipe down mirror: <ul style="list-style-type: none"> 1) Spray with glass cleaner 2) Start at the top and work down to the bottom 3) Wipe until all glass cleaner has been removed 4) Use clean, dry, lint-free, soft cloth ④ Wipe down hair dryer, use a toothbrush to clean vents of hair dryer. ④ Report any repairs as needed. ④ NOTE: If guest is a stay-over and has left toiletries on the vanity, clean under them and put back in a neat, orderly manner. Never touch any jewelry items or cases. 	<ul style="list-style-type: none"> ④ Cleaned daily; free of: <ul style="list-style-type: none"> 1) Scum, mold or soap build-up 2) Smudges 3) Hair 4) Odors ④ No dripping faucets. ④ No clogged drain. ④ Stainless is free of spots and prints. ④ Medicine cabinet checked in all check-out rooms and cleaned thoroughly. ④ Counter and sink are wiped down (dried) while drying other surfaces of bathroom (tub, toilet, etc.) ④ Pipes under sink wiped down in all check-out rooms. ④ Mirror cleaned after sink and counter are done. ④ Mirror to be free of: <ul style="list-style-type: none"> 1) Hair 2) Streaks 3) Smudges 4) Hair spray 5) Debris 6) Fingerprints 7) Cracks 8) Corrosion ④ Hair dryer is free of dust, debris and vent are clear.



HOUSEKEEPING ROOM ATTENDANT

TASK 15: Sanitize Glasses/Mugs And Wash Coffee Pot

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ After removing trash from the room, empty dirty glasses and mugs in the bathroom sink. ④ Set glasses/mugs in the sink and spray thoroughly; allow chemicals to soak in. ④ After rinsing bathroom counter/sink, rinse glasses/mugs with hot water and wash with white mesh cloth. ④ Place glasses/mugs face-up on bathroom counter. ④ Spray glasses/mugs with sanitizer; allow it to set for __ minute. Proceed to clean the tub and toilet. ④ Wipe glasses/mugs with ____. ④ Place glasses face down on clean coasters (either on the ice bucket tray <u>or</u> on bathroom counter). ④ Place mugs face down on clean coasters on the ice bucket tray. ④ Clean coffee pot: <ol style="list-style-type: none"> 1) Empty any contents in the sink 2) Spray it with cleaner 3) Rinse with hot water 4) Wipe dry 5) Return it to holder 6) Wipe all surfaces of coffee maker 	<ul style="list-style-type: none"> ④ Dirty glasses, mugs and coffee pots cleaned daily. ④ Free of streaks, fingerprints, dirt; no chips or cracks. ④ Glasses and mugs are sanitized for __ minute. ④ Triple rooms set with __ glasses and __ mugs; standard rooms set with __ glasses and __ mugs: <ol style="list-style-type: none"> 1) Two (2) mugs set on top of ice bucket tray, next to ice bucket 2) Two (2) glasses set in front of mugs on ice bucket tray 3) Two (2) glasses set on bathroom counter ④ Glasses and mugs placed face down on top of clean coasters. ④ Coasters are free of stains, spots, tears and bent edges. ④ Coffee pot and coffee maker are free of stains, spots and moisture; turned off.



HOUSEKEEPING ROOM ATTENDANT

TASK 16: Clean Toilet

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Use toilet bowl or all-purpose cleaner and johnny mop.④ Squirt under rim of bowl and let chemicals stand a few minutes.④ Starting under the rim, scrub the inside of the toilet, being careful not to splash any chemicals on your skin or in your eyes. Clean all surfaces:<ol style="list-style-type: none">1) Rim2) Seat3) Hinges4) Base④ Use a pumice stone to remove stains on porcelain.④ Flush until water in bowl is clean and to ensure it functions properly.④ Wipe down all hardware.④ Thoroughly dry the outside of the toilet, while drying other bathroom surfaces in sequence.④ NOTE: Do not use toilet bowl cleaner on any other surfaces.	<ul style="list-style-type: none">④ Cleaned daily.④ The toilet is free of:<ol style="list-style-type: none">1) Hairs2) Debris3) Scum4) Waste build-up5) Dust6) Stains7) Odors8) Spots9) Rust④ The toilet works properly.



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TASK 17: Clean Shower/Tub

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Spray all surfaces of shower walls and tub after putting dirty glasses/ashtrays in the sink. Allow chemicals to soak in.④ Return to clean shower/tub after making beds, dusting and cleaning the balcony/patio.④ Place the dirty bathmat in the tub and stand on the mat while cleaning.④ Use a sponge and water to wash down the walls:<ol style="list-style-type: none">1) Begin at the top and work down towards the bottom.2) Wash the tub starting with the inside, working high and on the sides to the drain, then to the exterior.3) Scrub thoroughly, especially the sides of the tub, as this area accumulates the most soap residue.4) Pay particular attention to corners and ledges.5) Clean the shower head, soap dishes, faucets and chrome fixtures.6) Remove bathmat.④ Rinse all surfaces thoroughly with hot water.④ Dry all surfaces after cleaning the toilet, sink and counter.④ Report any scratches, mold/mildew to supervisor.	<ul style="list-style-type: none">④ Cleaned daily.④ Shower walls and tub are free of:<ol style="list-style-type: none">1) Soap film, dirt, spots2) Hairs3) Mildew and mold4) Lime deposits5) Rust④ All fixtures are shiny; free of spots.④ Faucet is set for water to come out of the tap, not the shower head.④ Clothesline is clean and works properly.④ Drain rim is clear and drain is not clogged.④ Drain stopper is left open.



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TASK 18: Clean Shower Curtain/Liner

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Check shower curtain and liner for any stains, mold or tears. ④ Remove soiled curtain/liner to be laundered and replace with clean one when needed. Place curtain with seam facing inside tub. ④ Wipe down shower curtain/liner with dry cloth. ④ Place bottom of curtain outside of tub; bottom of liner inside of tub. ④ Pull curtain/liner halfway towards shower head end, leaving about ____" open from shower head end. ④ Arrange curtain in pleats. ④ Replace shower curtain with a clean one for all V.I.P. check-ins. ④ Face the seam of plastic curtain rod cover towards the shower wall. 	<ul style="list-style-type: none"> ④ Checked daily. ④ Shower curtain/liner is free of: <ul style="list-style-type: none"> 1) Holes, tears and rips 2) Soap film, dirt and stains 3) Hairs 4) Mildew/mold ④ There is a hook for every "eyelet" in the shower curtain. ④ All hooks face inward. ④ All seams face inward. ④ Shower curtains are left open ____" from shower head end. ④ Shower curtain is left hanging outside of tub/liner hangs inside tub.



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TASK 19: Facial/Toilet Tissue

PROCEDURE	STANDARD
<p><u>FACIAL TISSUE:</u></p> <p>④ Check facial tissue supply. Replace if less than ¼ full. Fold top tissue into a "V".</p> <p>④ Wipe the exterior surfaces of box.</p> <p><u>TOILET TISSUE:</u></p> <p>④ Cascade toilet tissue over the roller, facing the guest. Fold end into a "V".</p> <p>④ Replace toilet tissue upon check-out if the roll is less than half full.</p> <p>④ Emboss all "V-Folds" with hotel logo.</p> <p>④ If roll on holder is half used, set spare packaged roll on tank.</p>	<p>④ Facial tissue is no less than ¼ full.</p> <p>④ Facial tissue cover polished, free of stains and dust.</p> <p>④ Toilet tissues face out.</p> <p>④ Toilet tissue is always available for the guest.</p> <p>④ Both facial and toilet tissue have a "V-Fold" on the end.</p> <p>④ Replenished daily as needed.</p> <p>④ Tissues are white.</p> <p>④ Tissues are dry with no spots.</p>



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TASK 20: Refresh Towels

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Place towels on towel shelf/bar:<ol style="list-style-type: none">1) Bath towels folded neatly on shelf with hand towels folded neatly on top.2) Bath towels folded and hanging on towel bar. Hand towels folded and hanging on top of towel rack.3) Face towels folded and hanging on top of hand towels on towel rack.4) Fold each face towel in half and roll before placing in amenity basket.④ Place bathmat over side of bath at opposite end to curtain.④ See diagram for placement.	<ul style="list-style-type: none">④ Towels set to par:<ol style="list-style-type: none">1) <input type="text"/> bath2) <input type="text"/> hand3) <input type="text"/> face4) <input type="text"/> bathmat④ Towels are placed in designated locations.④ All towels hung evenly lengthwise and in width.④ No towel seams or tags exposed to the guest.④ Towels free of stains, rips and tears.④ All towels show logo centered and facing right side out.



HOUSEKEEPING ROOM ATTENDANT

TASK 21: Replace Bathroom Amenities

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Set amenities to par and place as per property instructions. ④ Check the condition and cleanliness of each amenity. ④ Remove and dispose of exhausted amenities in all rooms; remove used amenities from check-out rooms and replace with fresh ones. <ul style="list-style-type: none"> <input type="checkbox"/> large soap <input type="checkbox"/> small soap <input type="checkbox"/> shampoo <input type="checkbox"/> conditioner <input type="checkbox"/> bath gel <input type="checkbox"/> bubble bath <input type="checkbox"/> body lotion <input type="checkbox"/> loofa sponge <input type="checkbox"/> shower cap <input type="checkbox"/> shaving cream <input type="checkbox"/> razor <input type="checkbox"/> toothbrush kit <input type="checkbox"/> nail file <input type="checkbox"/> cotton balls <input type="checkbox"/> Q-tips <input type="checkbox"/> sewing kit <input type="checkbox"/> shoe cleaner <input type="checkbox"/> disposal bags <input type="checkbox"/> hairdryer <input type="checkbox"/> tray <input type="checkbox"/> cup per person <input type="checkbox"/> saucer per person <input type="checkbox"/> spoon per person ④ NOTE: See attached for amenity placement. 	<ul style="list-style-type: none"> ④ Amenities set to pars in designated locations. ④ Shortages replaced daily. ④ Used and exhausted amenities removed from the room. ④ Amenities are free of stains, dirt, dust, marks and damages.



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TASK 22: Clean Bathroom Door

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Clean both sides of the door with a dampened cloth using the all-purpose cleaner.④ Remove all scuff marks.④ Dust the entire door, including the hinges and doorknob.④ Keep bathroom door open after finished cleaning the bathroom.④ Report any damages to supervisor.	<ul style="list-style-type: none">④ Check daily.④ The door, hinges and doorknob are free of:<ul style="list-style-type: none">1) Fingerprints2) Smudges3) Dust4) Stains5) Streaks6) Marks④ No dust on ledges or in corners.



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TASK 23: Clean Bathroom Floors

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Sweep away debris and dust, paying particular attention to corners and behind the toilet.④ Use damp rag to pick up hairs.④ Remove any scuff marks.④ On hands and knees using a sponge and all-purpose cleaner, wash entire bathroom floor.④ Wipe floor dry.④ Inspect floor for cleanliness and pick up any hairs.	<ul style="list-style-type: none">④ All floors swept and cleaned daily.④ Floors to be free of:<ul style="list-style-type: none">1) Dirt2) Dust3) Hair4) Footprints5) Marks6) Spots7) Stains



HOUSEKEEPING ROOM ATTENDANT

TASK 24: Making A Bed

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Strip bed. ④ Call Housekeeping to have any bedboards removed. ④ Make sure box springs and mattresses are properly aligned. ④ Check that mattress pad is clean and place it flush with head of bed. ④ Check bed skirting condition and alignment. ④ Select appropriate size sheet for bed and open out over top of bed, making sure all sides fall evenly. ④ Check condition of sheets while placing them on beds. ④ Standing at the foot of the bed, place the wide hem of the bottom sheet toward the head of the bed. <ul style="list-style-type: none"> 1) Make sure all sides hang evenly. 2) Tuck sheet under mattress at the foot of bed to hold it firmly. 3) Miter the corner and tuck the sheet under mattress along that one side. ④ Place second sheet, seam side facing up and wide hem aligned at headboard, in line with head of mattress. Make sure sides hang evenly. ④ <u>IF USING A THIRD (TOP) SHEET:</u> <ul style="list-style-type: none"> 1) Center third sheet on top of blanket, allowing a 2" overage at the head of blanket. 2) Wrap the overage around the blanket, covering the blanket edge. 3) Fold bottom sheet over both blanket and top sheet. 	<ul style="list-style-type: none"> ④ All linen is clean, pressed, free of rips, tears and stains. ④ Blanket, bedspread and pillows never placed on floor. ④ Mattress pad is not stained or soiled and is placed evenly on top of bed. ④ Correct sheet size is placed on beds. ④ Damaged linens kept separated from dirty linens. ④ Box spring and mattress are flush against the headboard wall. ④ Sheets, blanket, dust ruffle and bedspread hang evenly on each side of the bed. ④ Bottom sheet is completely tucked under the mattress on all sides. ④ Top edge of blanket is aligned 6" from the headboard and is covered by the second sheet (and top sheet in rooms where used). ④ Third (top) sheets are used on V.I.P. rooms only. ④ Sheets and blanket are completely tucked under 3 sides of the mattress (both sides and the foot of the bed). ④ All bed corners are mitered. ④ No linen tags showing. ④ Pillows are completely covered by the bedspread. ④ All pillows on a bed are the same size, height



HOUSEKEEPING ROOM ATTENDANT

TASK 24: Making A Bed

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Fold top edge of second sheet over the top edge of blanket. ④ Tuck sheets and blanket tightly under mattress at the foot of bed. ④ Miter the corner at the foot of bed and tuck in the rest for that side of the bed. ④ With bed finished on one side, move to the opposite side and starting at the foot of the bed, miter the corner. ④ Move to the head of the bed and lay back the top sheet, blanket and second sheet. ④ Tuck in bottom sheet. Pull this sheet very tightly before tucking under the mattress. ④ Straighten out the top bedding so that it hangs down the side. ④ Tuck all very tightly under mattress. ④ Center bedspread at the foot of the bed. <ul style="list-style-type: none"> 1) Make sure the corners at the foot of the bed fit snugly on each corner. 2) Make sure all sides hang evenly. 3) Leave the top end at the headboard open for pillows. ④ Open the pillow case and slide it over the pillow towards you. <ul style="list-style-type: none"> 1) Tuck in both ends of pillow case to make an envelope fold. 2) Shake the pillow to evenly distribute the feathers. 3) Lay pillows flush to the headboard, smoothing them from middle to outer edges. ④ Fold top end of bedspread over the pillows 	<p>and fluffiness.</p> <ul style="list-style-type: none"> ④ Pillows are flush against the headboard. ④ Pillows are never placed under your chin when putting on the pillow cases. Pillow placement: <ul style="list-style-type: none"> 1) ____ on a king bed 2) ____ on a double bed 3) ____ on a twin bed ④ Bed is realigned after it is made up. ④ Finished bed has a smooth, even appearance, no lumps or wrinkles. ④ Soiled sheets and linens on cribs/rollaways in occupied rooms are changed daily. ④ Cribs are free of dust, soil and smudges.



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TASK 24: Making A Bed

PROCEDURE	STANDARD
<p>and tuck it under them snugly.</p> <p>④ Straighten corners of bedspread, and smooth out surface.</p> <p>④ <u>Cribs/Rollaways:</u></p> <ol style="list-style-type: none">1) If present in the room, change the sheets and any soiled linens; make up the bed.2) Wipe down the surfaces of the crib.	



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TASK 25: Clean Under Bed

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Check under the beds for trash and any items left over. Remove all trash and any additional linen.④ Carefully reach between the mattress and box springs and remove any trash.④ Make certain boxspring fabric is not torn or hanging.④ Check centering of dust ruffles.④ Turn any items left into "Lost and Found."	<ul style="list-style-type: none">④ All check-out and deep cleaning rooms checked.④ No trash left under bed or between mattress and box springs.④ All dust ruffles hang even to floor and well-maintained.



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TASK 26: Bathrobes/Slippers

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Inspect condition and cleanliness of robe(s) and slippers.④ If soiled or damaged, replace items.④ If check-out room, replace soiled items with clean, fresh ones.④ Hang one robe per person on pants hanger in closet.<ol style="list-style-type: none">1) Place one robe card in left pocket of each robe.2) Neatly tie belt around waist of robe and let ends fall in front.④ Place one pair of slippers (wrapped in plastic) per person on closet floor, beneath hanging robe.	<ul style="list-style-type: none">④ Robes/slippers are clean, free of stains, tears, holes and strings.④ One robe card in left pocket of each robe.④ Robe card is not bent or torn; free of spots and marks.④ Robes tied and hung neatly in closet.④ One robe and one pair of slippers per person are set in:<ol style="list-style-type: none">1) Deluxe ocean view rooms2) V.I.P. rooms3) All suites



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TASK 27: Straighten Guest Personal Items

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Straighten up guest belongings which are laying around the room:<ol style="list-style-type: none">1) Pick up clothing from floor, fold neatly and place on chair2) Align shoes neatly in pairs (outside of closet only)3) Align chairs to proper positioning4) Neatly arrange guest's toiletries5) Put caps back on bottles6) Close closet door and bureau drawers (if left open by guest)	<ul style="list-style-type: none">④ Guest clothing is picked up from the floor and neatly folded.④ Do not place anything inside drawers.④ Do not open any drawers or the closet.④ Do not touch any money, jewelry, other valuables or any business papers/computer equipment.



HOUSEKEEPING ROOM ATTENDANT

TASK 28: Clean Closet/Door/Safe

PROCEDURE	STANDARD
<p>④ NOTE: If guest is a stay-over, do not clean closet, just replace laundry bag (if necessary). Close closet doors if guest items are not in the way.</p> <p><u>INSIDE CLOSET:</u></p> <p>④ Check hangers. Remove any broken ones. Replace to par and hang evenly.</p> <p>④ Remove any wire or plastic hangers in check-out rooms only.</p> <p>④ Place one extra pillow on closet shelf.</p> <p>④ Check the walls and wipe down any marks.</p> <p>④ Wipe down shelf/rack using cleaning solution.</p> <p>④ Report the walls which are in need of repair.</p> <p>④ Wipe down the luggage rack and place it closed against the back wall of closet.</p> <p>④ Check laundry bags, slips and shoe bags; replace as needed to par.</p> <p>④ <u>CLOSET SAFE:</u></p> <ol style="list-style-type: none"> 1) Check inside the safe and turn any items left by guest in to Lost and Found 2) Remove any debris 3) Dust the exterior surface, paying particular attention to the top of the safe <p>④ <u>CLOSET DOOR:</u></p> <ol style="list-style-type: none"> 1) Clean the doors, inside and out, using a dampened cloth with all-purpose cleaner 2) Dust louvers and all surfaces of door with a dust brush 3) Remove any scuff or soil marks on door 4) Polish the hinges with a dry cloth 	<p>④ Only closets in check-out rooms are cleaned.</p> <p>④ Hangers are free of chips and paint spots, and not broken.</p> <p>④ The closet is neat, organized and free of debris and dust.</p> <p>④ <u> </u> laundry bags on shelf with <u> </u> laundry slips neatly folded on shelf/hanger.</p> <p>④ Hangers at par and hung evenly.</p> <ol style="list-style-type: none"> 1) <u> </u> skirt hangers 2) <u> </u> satin hangers 3) <u> </u> pants hangers <p>④ Pillows neatly stacked on closet shelf and covered with pillow case in envelope fold.</p> <p>④ Luggage rack is free of dirt and rust.</p> <p>④ No marks on wall.</p> <p>④ No dust on shelves or in corners.</p> <p>④ Safe is free of dust and dirt.</p> <p>④ In check-out rooms, key is in the door lock of the safe.</p> <p>④ Door of safe is left closed.</p> <p>④ Doors function properly and are clean:</p> <ol style="list-style-type: none"> 1) No marks 2) No dust 3) No fingerprints <p>④ The mirrors are clean with no cracks, streaks, fingerprints, smudges or smears.</p> <p>④ Hinges are polished and dust free.</p>



HOUSEKEEPING ROOM ATTENDANT

TASK 28: Clean Closet/Door/Safe

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ DOOR TRACKS:<ol style="list-style-type: none">1) Clean the tracks using the cleaning solution and a cloth2) Vacuum all debris from inside of tracks3) Clean the mirrors using glass cleaning solution and dry them with a clean cloth4) Wipe the doorknob with clean soft cloth④ Close closet doors.④ Report any damages to supervisor.	<ul style="list-style-type: none">④ Doorknobs are clean and shiny.④ The tracks are clean:<ol style="list-style-type: none">1) No debris2) No dust3) No corrosion④ Doors are closed when finished cleaning the closet.



HOUSEKEEPING ROOM ATTENDANT

TASK 29: Clean Furniture

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Use a clean dust cloth with polishing solution to clean all furniture pieces: <ul style="list-style-type: none"> 1) Armoire 2) Dresser 3) Nightstands 4) Headboard 5) Bed posts 6) Coffee table 7) Desk 8) Non-fabric chairs and sofas 9) Wooden legs/arms ④ Wipe, dry and buff to a high luster, removing all dust, smudges and fingerprints. Pay attention to tops, sides, legs, arms and intricate woodwork on all furniture. ④ In all check-out or vacant rooms, open all drawers/doors and remove any items left by guest. Dust inside, paying attention to corners and ledges. ④ Use feather duster for inside shelves and all high places. ④ Brush cloth covered areas of upholstered furniture. ④ Use a damp rag to wipe off the vinyl cushion section of any furniture (i.e., headboards). ④ Wipe down bed frames once every ____ weeks as scheduled. ④ Use toothbrush to clean crevices in rattan furniture. ④ Report any damaged furniture or repair needs to supervisor. ④ Set furniture straight to floorplan (see attached). 	<ul style="list-style-type: none"> ④ Furniture dusted daily; free of: <ul style="list-style-type: none"> 1) Dust 2) Dirt 3) Fingerprints 4) Smears 5) Smudges 6) Marks/scratches ④ The furniture is in good repair, sturdy and stable. ④ Crevices in rattan furniture free of soot, dirt and debris. ④ Bed frames and headboard are free of dust. ④ Check-out rooms: <ul style="list-style-type: none"> 1) Drawers are empty and free of hair/debris 2) Any items left by guest are turned in to lost and found ④ Any damage reported immediately. ④ Furniture positioned to floorplan.



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TASK 29: Clean Furniture

PROCEDURE	STANDARD



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TASK 30: Sofa, Chairs And Cushions

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Pull out pillows and cushions from the chairs and the sofa.④ With a damp cloth, remove all debris, dust and foreign particles.④ Check under the chair and sofa for trash. Remove if present.④ Fluff up pillows and replace on couch.④ Inspect pillows and cushions for tears, rips and stains.④ Report any damage to the supervisor.④ Clean with hand vacuum monthly.	<ul style="list-style-type: none">④ Checked daily.④ No trash under sofa or between cushions.④ Dust and debris removed.④ All cushions free of rips, tears and stains.④ Pillows are fluffed.



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TASK 31: Clean Artifacts

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Use clean, slightly damp, soft cloth to wipe artifacts.④ Do not remove from holder or wall mount unless necessary for cleaning purposes.④ NOTE: Extreme caution should be used when cleaning all artifacts because of value of items.	<ul style="list-style-type: none">④ Cleaned daily.④ No dust.④ No breakage.



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TASK 32: Clean Pictures/Mirrors/Frames

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Dust all sides of frame using clean soft cloth.④ Take a clean cloth, dampened with window cleaning solution and wipe the entire glass surface of the pictures/mirrors; start at the top and work down to the bottom.④ Dry the glass surface with a clean dry cloth until all glass cleaner is removed.④ Check for smears, smudges and streaks.④ Report any damaged or missing pictures to supervisor.	<ul style="list-style-type: none">④ Dusted daily.④ Do not spray solution directly onto framed pictures/mirrors.④ Pictures/mirrors/frames are free of:<ul style="list-style-type: none">1) Dust2) Cracks/chips/dents3) Streaks4) Smears5) Fingerprints6) Mildew④ Do not stand on chairs to reach items; attach rag to broom instead.



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TASK 33: Clean Television/VCR/Remote

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ NOTE: Always have the television off and never spray directly on television (may cause shock to you or damage to set).④ Check that television is working properly. Report any malfunctions to supervisor. Set to in-house channel ____.④ With a cloth, dampened with cleaning solution, wipe the outside of the television set, VCR and remote control unit.④ Dampen cloth with window cleaning solution and wipe down television screen.④ Clean and dust underneath set and back vents.④ Place remote control on ____:<ol style="list-style-type: none">1) Ensure that the channel labels are properly attached to the back of the unit.2) Check condition and legibility of channel labels.④ Place current weekly T.V. Guide on ____.④ Place current movie rental insert on ____.④ Check clock time and reset if inaccurate (check-out room only).	<ul style="list-style-type: none">④ Checked daily.④ Television/VCR/remote free of dust and dirt.④ Screen clean, no streaks.④ Television off during cleaning.④ Television set to in-house channel.④ Television stand, vents and base clean and free of dust.④ Television/VCR/remote in working order.④ Remote control unit placed on top of T.V., next to cable box.④ Current T.V. Guide placed on ____.④ Current movie rental insert positioned evenly in cable box.④ Clocks reset to correct time in check-out rooms only.



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TASK 34: Clean Alarm/Clock Radio

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ NOTE: Do not spray all-purpose cleaner directly on radio.④ Clean and wipe alarm clock.④ Use a toothbrush to clean vents.④ Make sure alarm is set to "off" position (check-out rooms only).④ Set correct times if inaccurate (check-out rooms only).④ Turn on radio to check that it is in working order. Set to station ___, and turn it off.④ Report any non-functioning units to supervisor.	<ul style="list-style-type: none">④ Clean daily.④ Clock free of dust and dirt.④ Correct time shown in check-out rooms.④ Alarm left in "Off" position in check-out rooms.④ Station set to channel _____ in check-out rooms.④ Alarm, clock and radio in working order.



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TASK 35: Clean Lamps/Light Switches

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Dust, using a cleaning cloth dampened with all-purpose cleaner.④ Wipe down all parts (harp, finial, base, cords and shades).④ Clean the inside of the lamp shade.④ Dust all bulbs with a dry cloth.④ Remove all dust, spots and fingerprints on light switches.④ Turn on all lights to make sure bulbs and switches are in working order. Replace as needed. Make sure wattage is correct.④ Use a toothbrush to clean pleated shade.④ Straighten lamp shades. Face seams to wall.	<ul style="list-style-type: none">④ Clean daily.④ Lamp clean and dust free.④ Shades clean, no rips or stains and set straight. Seams face the wall.④ Switches and bulbs in working order and dust free.④ Burnt out bulbs replaced.④ Ensure 60 watt bulbs (minimum) are used.④ Three-way bulbs (50-75-100) used in ____lamps.



HOUSEKEEPING ROOM ATTENDANT

TASK 36: Clean Telephones

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ NOTE: Do not spray cleaner on phone. ④ Inspect working condition of all phones. Report any malfunctions to supervisor. ④ Using a cloth dampened with all-purpose cleaning solution, wipe the entire telephone (hand set, cradle, cord and base). ④ Remove the phone from the cradle; pay attention to ear and mouthpiece and remove any build-up of grease from hair oils and make-up that may be on piece. ④ Use a toothbrush to clean vents. ④ Ensure that the correct room number is on the phone and that the face plate is legible and undamaged. ④ Ensure placement of telephones are as follows: <ul style="list-style-type: none"> 1) One on night stand, parallel to right edge of stand 2) One on desk 3) One in bathroom ④ Wrap cord around telephone in bathroom so the cord does not touch the toilet paper. 	<ul style="list-style-type: none"> ④ Telephone cleaned daily, free of: <ul style="list-style-type: none"> 1) Dust 2) Grease 3) Hair 4) Sticky spots 5) Mildew ④ Cord must hang properly. ④ No exposed wires. ④ All phones function properly. ④ Telephones properly placed in designated locations.



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TASK 37: Clean Ice Bucket/Tray

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Empty any liquid from the ice bucket into the sink.④ Wipe entire surface, inside and out with a clean cloth.④ Wipe tray surface, removing any spills or stains.④ Dry thoroughly and place _____.④ Make sure ice tongs are clean and placed next to ice bucket.	<ul style="list-style-type: none">④ Ice bucket and tray free of stains, mildew, water spots and fingerprints.④ Placed in room on top of _____.



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TASK 38: Clean Mini Bar

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Use a cloth dampened with all-purpose cleaner to wipe down all surfaces of mini bar.④ Make sure unit is plugged in and door is locked shut.④ Report any damages to supervisor.	<ul style="list-style-type: none">④ Checked daily.④ Free of marks, dust, spills and dirt. Not sticky.④ Mini bars are securely locked and functioning.



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TASK 39: Align Drapes And Clean Shutters/Blinds

PROCEDURE	STANDARD
<p><u>DRAPERY:</u></p> <ul style="list-style-type: none">④ Test drapes and shears by opening and closing completely.④ Make sure they meet when closed and hang evenly.④ Check condition and cleanliness.<ul style="list-style-type: none">1) Check that all hooks are in place2) Report any damage or repairs needed to supervisor④ Remove dust on drapes with a small vacuum once every two weeks.④ Beat drapes daily to remove dust. <p><u>SHUTTERS:</u></p> <ul style="list-style-type: none">④ Using a high duster, dust shutters starting from the top and ending at the bottom. Make sure slates are open to get inside grooves and corners.④ Report any loose or broken shutters to Housekeeping.	<ul style="list-style-type: none">④ Drapes and sheers in good working order, pressed and free from holes, stains and dust.④ Hang evenly.④ All hooks in place.④ Daytime alignment:<ul style="list-style-type: none">1) Sheers closed2) Drapes open④ Nighttime alignment:<ul style="list-style-type: none">1) Sheers closed2) Drapes closed④ Shutters/blinds in good working order.④ Shutters/blinds free of dust and debris.



HOUSEKEEPING ROOM ATTENDANT

TASK 40: Replace Bedroom Amenities

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Set amenities to par and place as per property instructions. ④ Check the condition of cleanliness of each amenity. ④ Remove and dispose of exhausted amenities in all rooms. <ul style="list-style-type: none"> <input type="checkbox"/> current hotel promotion cards <input type="checkbox"/> Health Club brochure <input type="checkbox"/> Preferred Hotel brochure <input type="checkbox"/> Hotel brochure <input type="checkbox"/> American Express brochure <input type="checkbox"/> Guest Services directory <input type="checkbox"/> Room Service menu <input type="checkbox"/> Door Knob menu <input type="checkbox"/> Daily Activities sheet <input type="checkbox"/> T.V. Guide <input type="checkbox"/> movie rental insert <input type="checkbox"/> envelopes <input type="checkbox"/> stationary paper <input type="checkbox"/> postcards <input type="checkbox"/> pens <input type="checkbox"/> tablets/notepads <input type="checkbox"/> in-house telephone directory <input type="checkbox"/> telephone rate card <input type="checkbox"/> Gideon Bible <input type="checkbox"/> laundry bag <input type="checkbox"/> laundry slip <input type="checkbox"/> shoe bag <input type="checkbox"/> comment card <input type="checkbox"/> matches ④ Refer to attached property diagram. 	<ul style="list-style-type: none"> ④ Amenities set to pars. ④ Shortages replaced daily. ④ Used and exhausted amenities removed from the room. ④ Amenities are free of stains, bent edges, tears and marks. ④ All literature is current. ④ Pen has enough ink to write; pencils are sharpened and with full eraser head intact.



HOUSEKEEPING ROOM ATTENDANT

TASK 41: Clean Balcony/Patio/Plants

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Turn on light switches to make sure they work properly. Check for correct wattage (____).④ Spray walls, railings, and bird droppings with cleaner; allow chemical time to set in.④ Wipe and clean all railings and light fixtures with a damp cloth or sponge.④ Using cloth and all-purpose cleaner, wipe down patio furniture:<ol style="list-style-type: none">1) Chair back, seat, legs2) Tabletop, underside, legs④ Clean glassstop tables with window cleaner and wipe dry.④ Sweep floor with broom. Use dustpan to scoop up dirt. Do not sweep <u>over edge</u>.④ Using hose, wash down balcony weekly.④ Clean patio door tracks.④ Spot clean fingerprints/smudges on glass doors.④ Remove all dead leaves and debris from plants and planters.④ Close patio door when finished cleaning.④ Notify supervisor of any dead plants and repairs to be made.	<ul style="list-style-type: none">④ Checked daily.④ Balcony free of:<ol style="list-style-type: none">1) Trash2) Cobwebs3) Debris4) Dust5) Bird droppings④ Light fixtures in working order and clean.④ No debris is pushed over edge of balcony.④ Patio furniture free of debris, crumbs, cobwebs, stains, spots and tears.④ Furniture sturdy and not damaged.④ Plants and planters free of dead leaves and debris.④ Balcony/patio floor hosed down weekly.



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TASK 42: Clean Windows

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Spray or wipe windows with a window cleaning solution.④ Start at the top and work down.④ Wipe with a dry rag until clear and dry.④ Remove all dust, spots and smears.④ Inspect condition of windows and report any damage to supervisor.④ Use glass cleaner to wipe down the frame of window.	<ul style="list-style-type: none">④ Spot-cleaned daily.④ Windows free of dust, dirt, spots, streaks, smudges or fingerprints.④ Windows closed and locked.④ Window frames free of dust, dirt and smudges.④ No cracks.



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TASK 43: Clean Entrance Door(s)

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Wipe both sides of door and door frame, using cloth dampened with cleaning solution.④ Remove any marks.④ Wipe vinyl track. Vacuum any debris.④ Clean all hinges and area where the door hits the casing.④ Wipe the doorknob.④ Check all locks and dead bolts to ensure working condition.④ Ensure fire safety procedures and rate cards are clean and in good condition.④ <u>DOOR CARDS:</u><ol style="list-style-type: none">1) Wipe both sides of cards with dampened cloth.2) Replace sign if damaged, dirty or missing.3) Put sign on inside door knob or dead bolt with the "Do Not Disturb" side facing the room.④ Report any damages to supervisor.	<ul style="list-style-type: none">④ Checked daily.④ Door free of fingerprints, smudges, scratches, dust, dirt, stains and marks.④ Track free of dirt, debris and stains.④ Hinges, door knob and hardware clean and polished.④ Lock system functioning properly.④ Peep hole is clean and clear.④ Fire safety rate cards (where required) are current and posted clearly.④ Door cards are clean, free of smudges, rips and frayed edges; placed on inside of entrance door, facing the room.



HOUSEKEEPING ROOM ATTENDANT

TASK 44: Clean Air Condition/Heating Unit

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Wipe and clean entire unit, including vents and grids, using a cloth dampened with all-purpose solution.④ Set air temperature control to ____° F.④ If room is too hot or unable to regulate, report to Engineering services.④ Clean vents and grid with a toothbrush.	<ul style="list-style-type: none">④ Air conditioning/heating unit free of rust, smudges, dirt, dust and streaks.④ Air temperature set to ____° F.④ Thermostat control free of dust, rust, smudges and dirt.



HOUSEKEEPING ROOM ATTENDANT

TASK 45: Clean Baseboards/Ledges

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Move furniture away from wall.④ Using a damp cloth, dust along baseboards moving clockwise around room, including behind furniture.④ Remove all dust, spots, stains and scuff marks.④ Pay particular attention to corners and crevices.	<ul style="list-style-type: none">④ Cleaned daily.④ Baseboards free of dust, spots, stains and scuff marks.④ Corners and ledges free of dust and debris.



HOUSEKEEPING ROOM ATTENDANT

TASK 46: Vacuum Room

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Close the patio/balcony door before starting to vacuum.④ Start at the corner farthest from the entrance door and work your way out of the room (avoid running over vacuum cords).④ Pay close attention to corners and crevices.④ Use toy broom to bring dirt from corner of wall and tight areas between furniture.④ Use _____ to remove spots and stains. Contact supervisor if unable to remove them.④ Do not run vacuum into furniture.④ Move small pieces of furniture and vacuum under each.④ Turn off lights as you work toward the door using wall switch, not lamp switch.④ At end of shift, empty vacuum bag and wipe off vacuum. Check roller for build-up debris.	<ul style="list-style-type: none">④ All carpeted areas vacuumed daily.④ Carpets are free of dust, debris, stains and spots.④ Patio/balcony door closed when vacuuming room.④ All lights turned off by the time the room is finished.④ All vacuums cleaned and bags replaced at the end of shift.④ Only pull cord from wall by grasping the plug at the socket.



HOUSEKEEPING ROOM ATTENDANT

TASK 47: Spray Rooms

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Follow proper procedures for entering room.④ Carefully spray room with deodorizer or disinfectant being certain not to leave marks on furniture, glass, etc.④ Notify supervisor if any strong odor remains.	<ul style="list-style-type: none">④ Spray entire room.④ Upon request.④ No marks left on furniture or glass.



HOUSEKEEPING ROOM ATTENDANT

TASK 48: Inspect Room

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Double check presentation of room, starting from closet and working your way around entire room.④ Ensure that the room has a neat and tidy appearance and that all cleaning supplies have been removed from the room.④ Pick up telephone and enter code for clean room. Refer to maid dial-in card for code to use for occupied and vacant/clean.④ Pull the door closed tightly on your way out. Ensure that door is locked.④ Update clean status on assignment sheet.	<ul style="list-style-type: none">④ Rooms left neat and tidy. All cleaning supplies removed.④ Temperature set to ____ ° F.④ Balcony/patio doors are securely locked closed.④ All lights are turned off.④ Entrance door closed completely and locked.④ Proper room status written beside room number.④ Room number circled on assignment sheet to note it as complete.④ Room status called/dialed in to Housekeeping prior to leaving the room.



HOUSEKEEPING ROOM ATTENDANT

TASK 49: Making Up Cribs And Rollaway Beds

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Upon request proceed to designated crib storage area.④ Dampen cleaning cloth with all-purpose cleaner.④ Wipe crib with cleaning cloth removing soil, dust and hand grease.④ Transport crib/rollaway via service elevator to room.④ Take proper size sheets, blanket and pillows. Make up bed inside the guest room.	<ul style="list-style-type: none">④ Requests are delivered within ____ minutes.④ All cribs and rollaways to be free of dust, smudges and debris.④ All cribs and rollaways to have clean sheets, with no holes, tears or stains.④ All cribs and rollaways are made up and stored with freshly made sheets.



HOUSEKEEPING ROOM ATTENDANT

TASK 50: ____ P.M. Report

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ When assigned a floor for p.m. count, start at one end of the hall and physically check each room on the floor.<ol style="list-style-type: none">1) Knock and announce "Housekeeping" according to procedure.2) Enter room and check bathroom, closet and guest room for guest presence.3) Record the status of the room on night count sheet:<ol style="list-style-type: none">a) vacant cleanb) vacant dirtyc) picked upd) occupied and cleane) occupied and dirty4) Turn reports in to Housekeeping office promptly after completion.④ Call into Housekeeping immediately any rooms found occupied and dirty.	<ul style="list-style-type: none">④ All night counts completed by ____p.m.④ All rooms found occupied and dirty reported to Housekeeping office immediately.④ All night counts turned into Housekeeping office immediately upon completion.

HOUSEKEEPING ROOM ATTENDANT

TASK 51: Return And Restock Cart

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ④ Check with supervisor before leaving floor/section. ④ Return cart to linen room: <ol style="list-style-type: none"> 1) Remove any dirty linen or trash from cart and drop down appropriate chutes. 2) Wipe off cart removing any debris or dirt. ④ Place dirty glasses in glass rack. ④ Restock cart for next day with: <ul style="list-style-type: none"> ④ <u>LINEN/TERRY:</u> <ul style="list-style-type: none"> <input type="checkbox"/> double sheets <input type="checkbox"/> king sheets <input type="checkbox"/> pillow cases <input type="checkbox"/> bath towels <input type="checkbox"/> hand towels <input type="checkbox"/> washcloths <input type="checkbox"/> bath mats <input type="checkbox"/> bath rugs (check-out rooms) <input type="checkbox"/> bathrobes ④ <u>BATHROOM AMENITIES:</u> <ul style="list-style-type: none"> <input type="checkbox"/> toilet tissue <input type="checkbox"/> facial tissue - boutique <input type="checkbox"/> facial tissue - boxes <input type="checkbox"/> water conservation cards <input type="checkbox"/> glass covers <input type="checkbox"/> glasses <input type="checkbox"/> shower liners <input type="checkbox"/> shower curtains <input type="checkbox"/> shower caps <input type="checkbox"/> shampoo <input type="checkbox"/> conditioner <input type="checkbox"/> toothbrush kits <input type="checkbox"/> face soaps <input type="checkbox"/> body soaps <input type="checkbox"/> bath gels <input type="checkbox"/> lotions <input type="checkbox"/> fabric wash <input type="checkbox"/> vanity kits 	<ul style="list-style-type: none"> ④ Supervisor is asked for permission to leave floor. ④ All carts returned to designated area. ④ All dirty linen and trash removed from cart and disposed in proper locations. ④ Cart free from trash or debris, smudges or dirt. ④ No dirty ashtrays to be brought back to the linen closet. ④ Cart restocked to par. ④ Cart tidy and well-organized for the next day. ④ Cart stored in linen closet. ④ Carts are balanced and not broken. ④ Carts are not overloaded with linen. ④ Linen and terry are free of stains, spots and not frayed or discolored. ④ All bathroom amenities are full and: <ol style="list-style-type: none"> 1) Free of dust, dirt and tears or damages 2) Boxes are free of marks and dents ④ Bedroom amenities are: <ol style="list-style-type: none"> 1) Free of stains, spots, marks, bent edges and tears 2) Current 3) Ashtrays, glasses and coffee cups are free of stains, chips and cracks ④ Bottles of cleaning supplies are clearly labeled and full; all sprayers function. ④ All chemicals are handled according to MSDS guidelines.



HOUSEKEEPING ROOM ATTENDANT

TASK 51: Return And Restock Cart

PROCEDURE	STANDARD
<ul style="list-style-type: none"> <input type="checkbox"/> aloe vera <input type="checkbox"/> sewing kits ④ <u>BEDROOM AMENITIES:</u> <input type="checkbox"/> laundry bags <input type="checkbox"/> laundry slips <input type="checkbox"/> movie cards <input type="checkbox"/> matches <input type="checkbox"/> ashtrays <input type="checkbox"/> weekly flyers <input type="checkbox"/> comment cards <input type="checkbox"/> note pads <input type="checkbox"/> pens <input type="checkbox"/> postcards <input type="checkbox"/> envelopes <input type="checkbox"/> sheets stationery <input type="checkbox"/> telephone rate cards <input type="checkbox"/> DND signs <input type="checkbox"/> magazines <input type="checkbox"/> coffee cups <input type="checkbox"/> glasses ④ <u>CHEMICALS/SUPPLIES:</u> 1) Furniture polish 2) All-purpose disinfectant 3) Toilet bowl cleaner 4) Window cleaner 5) Room deodorizer 6) Mold/mildew remover 7) Chrome polish 8) Mop 9) Vacuum 10) Broom 11) Dust pan 12) Brown dusting brush 13) Scrub brush 14) Grout brush 15) Buckets 16) Rags 17) Trash liners 18) Light bulbs 19) Gloves 	<ul style="list-style-type: none"> ④ Bed linens or hotel terry are <u>never</u> used for cleaning. ④ Vacuum cleaner is: <ul style="list-style-type: none"> 1) Free of dust and dirt 2) Free of exposed wire 3) In working condition ④ Vacuum bag is not full. ④ Cleaning equipment is in good working condition: <ul style="list-style-type: none"> 1) Bristles are firm and full 2) Scrubbers are not worn down 3) Buckets are free of dirt and cracks/holes



HOUSEKEEPING ROOM ATTENDANT

TASK 51: Return And Restock Cart

PROCEDURE	STANDARD
<p>④ Wipe down vacuum cleaner surface and replace bag as needed.</p>	



HOUSEKEEPING ROOM ATTENDANT

TASK 52: Clean Vacuum Machines

PROCEDURE	STANDARD
<ul style="list-style-type: none">④ Empty vacuum bag or container directly into a plastic bag, preferably in an open area.④ Replace bag or canister. Include carpet fresh.④ Wipe outside of vacuum cleaner with a dampened cloth, including cords.④ Check cords for frays or visible wires. If there are none, properly wind onto machine.④ Report faulty equipment immediately to supervisor.	<ul style="list-style-type: none">④ Bags/containers empty and replaced in vacuum after ____ rooms.④ Vacuum cleaner wiped clean and free of dirt and smudges.④ Each vacuum is in working order.④ Any malfunctioning machines must have a work order written and attached to vacuum. Deliver to Engineering.