

HOUSEKEEPING APPLICATIONS

10 STEP GUIDE TO CLEANING A ROOM



1. TROLLEY

- Trolley is adequately stocked with linens, towelling, amenities, cleaning caddy, tools, chemicals and a vacuum cleaner.



2. ENTRY

- Knock on door and announce, 'housekeeping good morning/afternoon'.
- Wait and repeat if no answer.
- Knock a third time and enter announcing 'housekeeping good morning/afternoon' again.



3. RUBBISH

- Remove all rubbish to trolley.
- Separate recycling and rubbish.



4. BEDS

- Departure/linen change – Strip beds and remove linen from room to trolley and remake with clean linen
- Stayover – Remake bed if linen free of marks.



5. BATHROOM

- Using bathroom cleaner and your grout brush.
- Spray the chemical in the basin and shower and agitate.
- Leave for 5 mins before you rinse and wipe out the residue. Whilst waiting, using cleaner scrub the toilet with the toilet brush and wipe over the toilet lid and bowl (including front exterior of bowl with separate red microfibre cloth).
- Use glass cleaner and blue microfibre cloth to polish the shower screen, mirror and the chrome tapware (including shower head).
- Replace towelling.
- Using the floor tool, spray the floor with neutral cleaner and mop the floor.



6. MIRRORS / FRAMES / GLASS / WALLS

Using glass cleaner and blue microfibre cloth damp dust the frames, windows sills, minibar, desk and bedside tables.

Polish the bedroom mirror using a clean/dry blue microfibre cloth.

Wipe any wall marks using neutral cleaner and green microfibre cloth or a magic sponge.



7. AMENITIES

Replace bathroom amenities, tea, coffee, milk and stationery.

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8. DUSTING

- Ensure that all hard surfaces are dusted using the extendable dust wand.
- Pay particular attention to the top of cabinetry, shelving, tv, desk and minibar.



9. VACUUM

- Vacuum bathroom and bedroom including carpets edges, behind and underneath furniture.



10. PRESENTATION

- Look around the room.
- Shear curtains are pulled, and the blackout curtain is neat.
- Check everything is in its correct place and that you have replaced all items required in the room.
- Spray some air freshener as you are doing final check.
- Collect your caddy and vacuum and exit the room.
- Note on your board the completed room and time, any lost property found and maintenance notes.
- Move to your next room.