

## **Details for Cleaning Checklist**

### **First Stage**

During the first stage, collect trash, soiled linen, and terry and generally prepare the room for cleaning.

#### **Open and Enter Room**

- If a “Do Not Disturb” sign is on the door – return later. Do not try to enter room unless otherwise instructed by a supervisor.
- Knock on door with knuckles and say, “Housekeeping” in a loud, clear voice. If there is no answer, repeat this two more times.
- If there is still no answer, open the door. Repeat “Housekeeping” while entering the room until you are sure the room is vacant.
- Prop door open with a wedge or door stop.
- Open the drapes. Turn on all lights to verify that they are working properly. If any bulbs are burnt out, write a maintenance request or replace if spare bulbs are part of your supplies.
- Take a good look around the room and report any damages or missing items to your supervisor.

#### **Position Cart**

- The open side of the cart should be facing toward the room and across the doorway. Make sure the cart is not obstructing the passageway.
- Spray bathroom and let the chemical soak.

#### **Collect Trash/Empty Ashtrays**

- Collect ashtrays, empty into wastebasket and leave at end of dresser.
- Collect trash and place in wastebasket.
- If food trays are in room, cover tray with napkin and place in hallway. Report the tray’s presence to the appropriate person.

### **Strip Bed**

- Move to foot of bed(s).
- Remove bedspreads and blankets, and place on nearest chair. (Do not place on floor).
- Remove sheets and pillowcases. Check under bed(s) for trash and left-behind items.
- Check the mattress pad for stains and hair – replace if needed.

### **Empty Trash/Remove Dirty Linen**

- Pick up ashtrays from dresser, and carry to bathroom.
- Empty both wastebaskets into garbage bag on cart. Spray and wipe wastebaskets clean.
- Collect soiled terry, and place in pillowcase. Never use guest room terry as cleaning rags.
- Place soiled bed linen and pillowcase containing soiled terry into the laundry bag on the cart.
- Bring caddy, broom and cleaned bathroom wastebasket to the bathroom.

### **Second Stage**

During the second stage, clean the bathroom and vanity area, and replenish bathroom supplies.

#### **Move to Bathroom**

- Using the sponge, place end of shower curtain against tub wall and wipe, scrub off any soap buildup. Replace the shower curtain or liner if stained, mildewed or damaged.
- Use a dry rag to wipe any loose hair in the bathtub, sink or on the floor.
- Spray tub walls, soap dish, tub and fixtures with bathroom cleaner. Be sure to spray all grout and caulking.

### **Clean Bathtub/Shower Area**

- Spray ashtrays and leave on vanity to soak.
- Wipe walls and door with slightly damp sponge.
- Wipe and dust towel rack.

### **Clean Commode/Rinse Ashtrays**

- Flush commode.
- Spray entire commode inside and out, as well as the wall in the vicinity of the commode and the floor behind the commode.
- Using Johnny Mop or commode brush, thoroughly brush inside of commode including underside of rim.
- Thoroughly rinse the Johnny Mop or commode brush in the commode.
- Thoroughly wipe all seats and cover surfaces.
- Wipe the outside of the commode and the tank with a cleaning cloth (this cloth should only be used for cleaning the commode). Start with the tank, and work down to the base so that any hair will end up on the floor and not on the seat of the commode.
- Wipe or mop the floor area between the commode and the wall and the area behind the commode.
- Rinse ashtrays in sink.

### **Clean Sink and Mirror**

- Spray sink with cleaning solution. During this first pass over the sink/vanity area, the only concern is removing stubborn stains or water spots. Touch up cleaning will be done in this area later.
- Wipe sink with a damp cloth. Be sure to wipe overflow holes in sink and stopper in drain.
- Wipe out ashtrays.
- Wipe light fixtures as required.
- Spot clean mirror, faucets and chrome fixtures with window cleaner as required.
- Wipe these areas with a dry cloth to remove water spots.
- Wipe wall area under the sink, including the drain pipe, with a damp cloth.
- Wipe all tub areas with slightly damp sponge. Wipe toward drain and wipe collected hair, etc., out of the tub and onto the floor.
- Wipe chrome fixtures with a dry cloth, as required, to remove water spots.
- Leave shower curtain hanging in the center of the rod.

### **Towels (*Follow your brand standards*)**

| <b>Rooms with 2 beds</b>           | <b>Rooms with 1 bed</b>            |
|------------------------------------|------------------------------------|
| 3 bath, 3 hand, 3 wash, 1 bath mat | 2 bath, 2 hand, 2 wash, 1 bath mat |

### **Clean Bathroom Walls and Floors**

- Wipe dirty areas on walls.
- Wipe cobwebs from ceiling vent.
- Put caddy of cleaning supplies outside bathroom door.
- Sweep bathroom floor onto carpet.
- Spray cleaning solution lightly on floor.
- Wipe bathroom floor with cloth or mop.
- Replace wastebasket.

### **Spray and Wipe Vanity Area**

- Spray and wipe vanity mirror.
- Spray and wipe vanity counter.
- Spray ice bucket/tray with cleaning solution, wipe dry, and set on vanity.
- Clean the coffee maker and replace supplies.
- Spray and wipe the hairdryer with all purpose cleaner; make sure to clean the back vent with a toothbrush to remove lint.

### **Clean and Organize Closet**

- Wipe closet area as needed with damp cloth.
- Remove and discard any wire hangers left by the guest. Arrange clothing hangers; be sure there is the correct number of (brand standard) hangers in place. X number of standard hangers and X number of clip hangers.
- Replenish the following items in the closet (as necessary):
- Refer to current Standards manual for proper stocking.

### **Third Stage**

During the third stage of the room cleaning process, make the bed(s). During this process, the housekeeper will rarely leave the center section of the beds, making up the center sides of both beds before moving to the other sides of either bed.

#### **Move to Bedroom**

- Bring clean linen to the bedroom along with the cleaned bedroom wastebasket.
- Move to center of beds.
- If both beds are to be made, the center sides of both beds should be completed before moving to the other sides of the bed.
- Straighten mattress pad, if necessary.
- Check mattress pad for hair. Use a lint brush or roller to remove any hair.

#### **Make Center of Bed**

- Drape the first sheet over the bed, centering the sheet across the width of the bed. The hemmed edges should be at the top and bottom of the bed.
- Position the sheet so that approximately 18" of the sheet extends past the top end of the mattress.
- Tuck the sheet under the top end of the mattress along the center side of the headboard.
- Tuck the sheet under to the top corner of the bed using a hospital-type fold.
- Remaining on the center side of the bed, pick up the second sheet (top), and drape it over the bed, centering it across the width of the bed. The hemmed edges should be at the top and bottom of the bed.
- Position the top sheet so that the top end is even with the top end of the mattress.
- Pick up the blanket from the chair or other bed. Drape and center the blanket on the bed.
- Position the blanket on the bed so that the edge of the blanket is approximately 6" from the headboard.

- Fold the second sheet back over and along the edge of the blanket. Tuck the top edges of the blanket and sheet under the mattress.
- Move to the bottom center corner of the bed. Pull the top sheet toward the corner to remove any wrinkles, and release it.
- Pull the blanket and sheet under the bottom end of the mattress.
  
- Tuck both the blanket and sheet under the bottom corner of the bed using a hospital-type fold. Tuck rest of blanket and sheet under the mattress.
- Pick up the bedspread from the chair or other bed, and drape on the bed.
- Position the spread on the bottom center corner of the mattress.
- Moving along the side of the bed and toward the headboard, straighten the spread and center on the bed. Fold the top edge of the spread back approximately two feet.
- Place the pillows and the cases on the bed.
- Flip open the pillowcases, insert the pillow, and place on bed on the folded-back section of spread. Repeat for the second pillow. Roll both pillows and spread toward headboard.
- Tuck the spread under the front edge of the pillows.

**Second Bed - Repeat for second bed, if applicable, without leaving center area.**

### **Make Opposite Side of Bed**

- Move to the top opposite corner of the bed.
- Pull the bottom sheet toward the top corner to remove any wrinkles, and tuck the sheet under the side and end of the mattress using a hospital-type fold.
- Pull the top sheet toward the corner to remove any wrinkles. Repeat the procedures for the blanket and straighten the sheet fold over the blanket. Tuck the sheet and blanket under mattress.
- Reposition pillow.
- Move to the bottom corner of the bed. Pull the bottom sheet toward the end and corner to remove any wrinkles, and tuck under the side of the mattress.

- Pull the top sheet toward the end and corner to remove any wrinkles. Repeat the procedure for the blanket.
- Tuck both the blanket and the sheet under the bottom end of the mattress using a hospital-type fold.
- Position and align the spread on the bottom corner of the mattress.
- Straighten the spread and center on the bed.

**Second Bed** - *Repeat for second bed, if applicable.*

#### **Fourth Stage**

During the fourth stage, clean and dust furniture, wall hangings and walls. Follow the “once around the room, top to bottom” process. Replenish bedroom supplies at this time.

#### **Dust Room First**

- Pick up glass cleaner and cloth from caddy. Clean and dust all of the following items by going around the room once, moving from the ceiling down to the floor.

#### **Clean and Dust Air Conditioner**

Clean and dust air conditioner or thermostat. Set heat/air according to property standards.

- Clean filter & AC cover/grill.

#### **Adjust Drapes**

- Wipe wall tracks with dust cloth.
- Wipe window sill.
- Close drapes to conserve energy, or adjust according to property standards.

#### **Wipe Walls and Wall Hangings**

- Spray and wipe all dirty spots on walls and wall hangings while continuing once around the room.

#### **Clean Night Stand/Fixtures**



- Lift telephone receiver and check for a dial tone. Spray all purpose cleaner on a cloth and wipe the entire instrument, focus on the mouthpiece and earphone.
- Dust lamp, dry dust bulb and shade. Straighten lampshades and turn shade seam towards the wall.
- Dust the alarm clock. Check to ensure that it is set to the correct time. Make sure the alarm is turned to the off position.
- Dust entire night stand, as required and check for phonebook and Bible/Holy book.
- Dust headboards, as required.

### **Clean/Dust Television**

- Use remote to check operation of TV.
- Dust the top and sides of the TV.
- Clean the TV screen with glass cleaner, spray on clean cloth and wipe screen.
- Straighten any promotional material on TV, and make a mental note of any missing material.

### **Clean Dresser**

- Dust lamps as previously described.
- Spray mirror with glass cleaner and wipe with cloth.
- Dust entire center surface of dresser, edge of mirror and drawers, as required.
- Reorganize any additional promotional material, and make a mental note of any missing material.

### **Spray and Wipe Table/Desk**

- Spray and wipe table or desk top. Dust desk drawers.
- Adjust promotional material on table/desk, and make a mental note of any missing items.
- Dust and position chairs.

### **Check Walls**

- Wipe any dirty areas on the walls, and dust any wall hangings (pictures).  
Return sponge, cloth and window cleaner to caddy and place on cart.
- Check to ensure all wall hangings (pictures) are straight.

### **Replenish**

- Replenish the following amenities, and any other items that you noticed were missing in the bedroom:
- Refer to Standards manual for proper room and bath amenities.

### **Fifth Stage**

During the fifth stage, vacuum the room and make a final check for any discrepancies.

### **Vacuum Room/Final Check**

- Begin vacuuming the room at the point farthest from the guest room door; and vacuum the floor, moving back towards the guest room door.
- Turn off lamps as you complete vacuuming around the room.
- Vacuum all exposed floor areas, sweeping around baseboards and around furniture, as required.
- Make a final check of room, and correct faults as required.
- Unplug vacuum, by grasping the plug, not the cord, wind the cord correctly and return the vacuum to the cart.
- Spray mild room deodorizer.
- Wipe door, inside and out. Wipe room number plate. Check viewer and remove any obstructions.
- Check cleaning and dusting cloths, and clean often as required.

### **Complete Maintenance Forms**

- Clearly print any maintenance problems on work order forms, or on the room assignment sheet, according to property standards.
- Give the completed maintenance form(s) to the supervisor.

- If the problem still exists the next time the room is cleaned, complete another maintenance form and mark it “second request”.

### **Report Room Status**

- Notify the appropriate person/department that the room is clean.

### **Exit Room**

- Turn off light, leave room and close door.

### **Turn in Lost and Found Items**

- Tag it with your name, date and the room number where it was found.
- Bag it and turn it in to the appropriate person/department.

### **Make Notes**

- Make a note on the room assignment sheet if the room needs additional work:
  - Window cleaning
  - Areas that cannot be reached during regular cleaning
  - Deep cleaning tasks