

### **Step 1: Approach & Enter**

- Before entering or unlocking any guest suite – regardless of the reservation status, you will always knock and announce yourself
- Knock and announce “Good (Morning/Afternoon) Housekeeping”. This needs to be done at least two times before proceeding. If no response, unlock the door and while opening the door announce yourself once more. This will ensure that there are no “surprises” for you or anyone in the suite.
- Once you’ve determined that the room is empty, place cart in front of entry. Cart should not be in the middle of the hallway but parked close to the door

### **Step 2: Remove Trash, Terry & Linen (Strip Room)**

- Put on gloves, and first collect trash from the room.
- Starting with the wet bar trash can, and moving in a circle, collect all trash from the guest room and the bathroom
- Turn on all lights as you move through the room in a circle. This does two things: It ensures that all lights are functioning and it helps you work because cleaning in the dark is challenging.
- If the guest had made coffee, throw the filter in the trash
- Check the balcony/patio area for any trash or other debris.
- By moving in a circle you should return to the entrance door at the end and cover all of the areas in the room.
- Leave your trash bag in the closet area as well as towels and linens if the room was not already stripped
- At this point, no debris of any sort should be left in the room.

### **Step 3: Spray the Bathroom and High Touch Points**

Now it’s time to move into the bathroom and guest room, but only to apply chemicals – not to do the full cleaning yet.

Spray P&G Comet is used for all WET Surfaces and allow proper dwell time

- Interior of toilet bowl
- Shower walls
- Shower head
- Sink Bowl
- Tub

#### **Step 4: Make Beds**

Before you begin putting clean linen on the bed, check that the bed skirt is present and centered between the mattress and box spring and equal on all sides.

Ensure the bed box is in good condition. If not, enter a service order to repair before you make the beds

Next check the bed to ensure that it has a mattress pad, topped with a mattress protector on it.

All beds should be “tripled sheeted” meaning that you will have a bottom sheet, middle sheet, comforter then a top sheet.

#### **Step 5: Finish Bathroom**

- Shower & Tub
- Toilet & Floor
- Finish Bathroom

#### **Step 6: Replace Items**

After you finish the bathroom it's time to get your amenities. Return to cart for all needed supplies

Based on Lodge standards, place each amenity/supplies in its proper location and stock room in a circular rotation

- Soap, shampoo, and lotion
- Terry
- Coffee supplies
- Ice Bucket Bag
- Tissue paper
- Replace kitchen and bathroom trash cans
- Check any collateral, and replace as needed

**Step 7: Finish up**

Use Febreze Sanitizing to spray carpet, curtains, cushions and bed skirts as you walk through the room

Spray P&G Febreze Sanitizing is used for all SOFT Surfaces

- Curtains
- Bed Hugger
- Linen
- Carpet
- Cushions

Have rag in hand for any finishing touches

Use sticky roller on bathroom floor to get any debris or hair left behind

Enter in REX that the room is complete by entering occupied clean or vacant cleaned