

Housekeeping Department

Step – by – Step Guide to Cleaning a Guest Room at *Your Property*

The following products and supplies must be in cleaning caddy.

1. Glass cleaner (ex: Windex)
2. Furniture polish (ex: Pledge)
3. Bathroom disinfectant (ex: Tilex Bathroom Cleaner with Bleach)
4. Soap scum busting product (ex: Tilex Soap Scum Remover)
5. Calcium, Lime, Rust removing product
6. Dust Rags
7. Paper towels
8. Scrub brush
9. Grout cleaning brush.
10. Whisk broom/dustpan
11. Cleaning Rags for bathroom
12. Feather duster
13. Mister Clean “magic eraser”

The following supplies must be on cart or “amenity basket” or on shelves in linen closet.

1. Water bottles
2. Chocolates
3. Paper for trays in bathroom
4. Soaps, shampoos, lotions, cotton balls and q-tips
5. Tissue boxes
6. Toilet paper rolls
7. Clean water glasses

The following supplies must be in linen closet

1. Bucket and mop for cleaning bathroom floors
2. Floor cleaner (ex: Lysol All Purpose Floor Cleaner)
3. Broom and dust pan
4. Vacuum Cleaner and vacuum cleaner bags
5. Trash bags for waste baskets
6. Garbage bags

Cleaning a Guest Room

1. Remove Bed Linens and towels from bathroom. Put soiled linens and towels in pillow cases. Place in hallway outside guest room. Check to see if robes were used. If so place robes with soiled linens.
2. Remove trash and used soaps from guest room and bathroom. Replace trash bag in waste basket, wipe down if necessary. Place trash bag outside guest room door in hallway. Remove soiled water glasses, coffee cups from guest room and bathroom.
3. Sweep bathroom floor.
4. Check under beds, drawers and closets to be sure there are no items “left behind” from guests.
5. Check guest room for cobwebs and use duster with extension for ceilings and corners in hard to reach places.
6. Clean all mirrors and TV/electronics screens in guest room and bathroom with Windex and paper towels. Spot check windows in guest room at this time and clean as needed.
7. Dust all furniture (wood and marble) with furniture polish and dust rags. When dusting furniture include telephone receiver, lamp bases, and alarm clocks. Move objects on tables and dust underneath them. Check that alarm clock has been properly turned off and not “reset”. Remove any magazines or brochures that are damaged, wrinkled or water marked.
8. Check that lamps have no burned out bulbs and tv/hvac remote works. Wipe down remotes
9. Dust all window sills with feather duster or damp cloth as needed.
10. Make sure curtains and draperies are opened appropriately and hanging correctly from drapery rings.
11. Check walls in guest rooms and door entering room. Remove black spots from luggage or any soil on walls or door with Mister Clean “Magic Erasers”.
12. Make bed. Use hospital corners. Check that spread is evenly placed and no wrinkles. Pillows and pillow shams evenly placed and neatly arranged.
13. Replace robes in closets. Place arms of robes in pockets and be sure that laminated instruction card is in the pocket of the robe. Robe belt should be tied.
14. Replace water and chocolates. Clean tray and ice bucket. Replace used water glasses. Check tip envelope for housekeepers – replace if soiled, wrinkled or missing.
15. Vacuum guest room. Every room, every time it is used. Move furniture and get in corners as needed. Use whisk broom or edging attachment of vacuum for carpet edges and around furniture legs where there is dust build up.
16. Clean bathroom as follows:

- a. Shower stall. Spray bathroom disinfectant on shower stall tiles and floor. Scrub with scrubber or scrub brush. Scrub grout at base of shower and shower base with scrub brush or grout brush. Dry shower stall with dry towel. Polish chrome. Clean glass doors inside and out with glass cleaner and paper towels. If there is soap scum build up on glass doors they must be cleaned first with a “scum buster” cleaning product.
- b. Clean sink and shelf above sink with bathroom disinfectant. Polish chrome fixtures. Check light fixtures above sink; clean or dust as needed.
- c. Clean toilet with toilet bowl cleaner and toilet brush. Use a different rag and bathroom disinfectant to clean tank, toilet seat and base of toilet.
- d. Replace and/or check bathroom amenities – two bars of soap, clean paper on tray, toilet paper, tissues, shampoo, conditioner, lotion, etc.
- e. Check bathroom walls especially behind sink and around toilet area. If there are hair spray, toothpaste, or water or splatter marks, clean with bathroom disinfectant.
- f. Clean bathroom floor as follows.
 - i. Use mop bucket with solution of floor cleaner as directed. Then “wet mop” or use scrub brush on hands and knees. After scrub and wet mop, dry mop, or use damp rags on hands and knees. Corners, behind and around toilet, and tile backsplash must be cleaned every time room is used. If there is dirt build up on tiles then it must be scrubbed clean.

When bathroom and guest room are completed, scan the room for anything that has been overlooked. Check the room completion list to be certain room is immaculate. Report any maintenance issues that need attention on the maintenance form.

After all guest rooms have been completed and trash and linens have been removed then vacuum hallways and restock linen closet.