

Housekeeping Cleaning

Including entering a guest's bedroom, the bedroom, bathroom, cots and rollaway & sofa beds

Entering a guest's bedroom		Meet	Below	N/A
1	Did the team member knock on the door or ring the doorbell twice and announce themselves as "Housekeeping" in a genuine, individual and natural manner?			
2	If the DND sign is on after 1pm, did the team member place a "We did not disturb you" card under the door			
3	Did the team member place a "Maid in Room" sign on the door during cleaning			
4	If the guest is in the room, did the team member apologise for the disturbance and offer to return at a later time			
Bedroom		Meet	Below	N/A
5	Does the room smell fresh and clean, with no residual odours			
6	Are all lamps and lightbulbs in working order			
7	Are the room door, hinges, room number and frame (Doorbell and DND Sign) clean, smudge free and in good repair			
8	Are the door locking mechanisms working correctly			
9	Are all notices present, clean and in good repair (E.g. Fire Evacuation)			
10	Were all walls/ceilings clean, scuff free and in good repair			
11	Were all skirting boards dust free, scuff free and in a good state of repair			
12	Was the carpet/flooring clean, dust free and in a good state of repair			
13	Where the curtains and blinds clean, free from dust and properly hung)			

The Room - Housekeeping Cleaning

Bedroom (continued)		Meet	Below	N/A
14	Was all crockery free from cracks or chips			
15	Was all cutlery polished with no water marks			
16	Was the bin empty, clean, in good condition and containing a liner			
17	Does the bed appear welcoming, clean and neatly made			
18	Was all bed linen well ironed and free from stains, wear or tear			
19	Were all cushions and blankets free from marks and in good condition			
20	Was the wardrobe free from dust and hairs			
21	Were all drawers free from dust and hairs			
22	Were all mirrors clean and smudge free			
23	Were all picture/mirror frames and ledges free from dust			
24	Were all chairs, table, desk and shelves clean and free from marks			
25	Was the tea caddie and Nespresso® machine clean and neatly presented			
26	Was the kettle and Nespresso® machine in working order			
27	Was the fridge clean and items neatly presented			
28	Was collateral/books neatly presented and free from marks and creases			
29	Was the hairdryer clean and free from hair, in working order			
30	Was the iron and ironing board clean and in good condition			
31	Was the telephone, in working order with the cord neatly wrapped			
32	Were windows and window sills clean and smudge free			
33	Was the room safe dust free, in working order with instructions available			
34	In the case of a kitchenette, were all fixtures and fittings clean, including the dishwasher			
35	Was the Retro style DAB digital radio in working order			
36	Were all living plants in good condition			
37	Was the TV power left on standby, with a working, clean remote			

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Bathroom		Meet	Below	N/A
38	Is the floor clean, free from dust and hairs and in good repair			
39	Are the walls, skirting's and ceiling clean and free from marks			
40	Was the toilet cistern, seat (under and on top) and pedestal area clean and polished			
41	Were all hand soap, shampoo, shower gel and conditioner pumps refilled when less than two-thirds full (hand lotion only in superior rooms and suites)			
42	Does the bathroom smell fresh and is free from odours			
43	Does the toilet flush, drain and refill properly			
44	Does the sink and bath plug work properly			
45	Was the sink and vanity area clean and polished			
46	Were all chrome taps and fittings clean, polished and in good repair			
47	Were all mirrors clean and smudge free			
48	Were all amenities present and fully stocked			
49	Was the glass shower screen clean and free from smudges/water marks			
50	Are all taps and shower heads in working order			
51	Is the bath polished and free from water marks			
52	Were all tiles clean and free from water marks and mould			
53	Were the contents in the pedal bin emptied and cleaned			
54	Are all towels folded and neatly presented			
Cots		Meet	Below	N/A
55	If a cot has been requested, was it clean, free from dust and set up with the appropriate safety catches in position			
56	Was the appropriate cot linen and blanket in place, clean and in good repair			

The Room - Housekeeping Cleaning

Rollaway & Sofa beds		Meet	Below	N/A
57	Was the rollaway bed/sofa bed pulled out and set up for guest with the appropriate clean linen, blanket and pillows			
58	Was the rollaway bed/sofa bed clean, comfortable and in good repair			
Behavioural Standards		Meet	Below	N/A
59	Was the team member well-groomed and neatly presented in clean, well fitted uniform, displaying name badge			
60	Did the team member smile and greet the guest in a natural, open body language and warm manner?			
61	Was the team member's speech clear, jargon free and sincere to be fully understood?			
62	Did the team member personalise the interaction in anyway and engage the guest as individuals?			
63	Did the team member maintain eye contact, giving the guest authentic hospitality			
64	Did the team member offer a sincere farewell at the end of the interaction?			