



Rooms Division Course

Hilton

Turndown service



English only



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Trolley Preparation

- ✓ **Smaller than the main cleaning trolley**
- ✓ **Does not contain cleaning products**
- ✓ **Contains items needed for the service :**
 - ✓ Which are those ?



Turndown service

- Refreshing the room in the evening
- Tidying up the room
- Preparing the room for sleep
- Refilling amenities / supplies
- Preparing the special requests
 - Romantic setup
 - Birthday cake

**A much faster service than the
morning cleaning**

Taking place from 5-6pm to 9-10pm



General procedure

- **Clean the bathroom**
- **Replace empty amenities**
- **Change the used towels**
- **Empty the trash bin**
- **Prepare the bed for sleep**
- **Close the blackout curtains / blinds**
- **Dim the lights**
- **Leave a detail**



Details

What is the purpose of details ?

- **Fresh flowers**
- **Chocolates left on the pillow**
- **Beauty creams / sprays**
- **Extra bottles of water**
- **Herbal teas**
- **Bedtime stories for children**
- **Weather forecast**



Turndown examples for travellers with children



Turndown examples for adult travellers



Setting up the room

- **TV remote on the bedside table**
- **Laundry bag and breakfast menu on the bed**
- **Sometimes, bathrobe on the bed too**
- **Sometimes, shoe bag on the tray too**
- **Mat and slippers placed next to the bed**
- **Mats on the bathroom floor**
- **Bath amenities organized (labels facing the guest)**
- **Soft music on the Radio or TV (Spa or Hotel channel)**
- **Dimmed lights**
- **Closed blackout curtains and blinds**



Turndown service cost

Item	Units per room	Standard Room (cost per item)	Total
Room Attendant	11 minutes		5,00
Cleaning product			1,50
Pillowcase	0	0,5	0,00
Bottom Sheet	0	0,9	0,00
Duvet cover	0	1,9	0,00
Face cloth	4	0,5	2,00
Hand Towel	2	0,9	1,80
Bath Towel	2	1,1	2,20
Bathmat	1	0,3	0,30
Bathrobe	2	1,6	3,20
Shaving kit	1	0,5	0,50
Shower Gel	2	0,4	0,80
Body Lotion	2	0,4	0,80
Shampoo	2	0,4	0,80
Conditioner	2	0,4	0,80
Soap	1	0,35	0,35
Spray (deodorant)	1	0,4	0,40
		Total	20,45

Calculate the cost

What is the daily, monthly and yearly cost of the turn down service in the hotel described below ?

Information available:

200-bedroom hotel

70% overage occupancy rate

Out of that:

80% Standard rooms, with a cost of CHF 20.45

20% Suites, with a cost of CHF 23.40

1) $(200 \times 70) / 100 = 140$ rooms occupied on average

2) $(140 \times 80) / 100 = 112$ Standard rooms occupied

3) $(140 \times 20) / 100 = 28$ Suites occupied

4) $112 \times \text{CHF } 20.45 = \text{CHF } 2'290.40$

5) $28 \times \text{CHF } 23.40 = \text{CHF } 655.20$

6) $2'290.40 + 655.20 = \text{2'945.60 CHF/day}$

7) **89'595.35 CHF/month**

8) **1'075'144.00 CHF/year**

Conclusion

Why do we invest so much in the turndown service ?

Great opportunity to stand out, add a personal touch and be memorable.



[Reference](#)





Any questions ?



Thank you

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