



Rooms Division Course

Option

Room cleaning sequence



English only



Reference

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Responsibilities

**THE ROLE OF A ROOM ATTENDANT
IS TO FACILITATE THE COMFORT OF
GUESTS**

**BY ENSURING THEIR
'HOME AWAY FROM HOME'
IS CLEAN, SAFE AND APPEALING**



Trolley Preparation

**15 MINUTES TO PREPARE ALL MATERIALS
NEEDED FOR WORK:**

- ✓ Bathroom items (towels, mats, toiletries, paper rolls, slippers, bathrobes)
- ✓ Fresh bedlinen
- ✓ Cleaning products and rags / sponges
- ✓ Garbage bags
- ✓ Stationery (notepads, pens)
- ✓ Water bottles and glasses
- ✓ Minibar items
- ✓ Etc....

Do we push or drag a trolley?



Entering the room

- **DND sign**
 - DO NOT DISTURB - Do we knock ?
- **Knock – announce – wait**
- **Knock the second time – announce – wait**
- **Knock the third time – open the door – announce – enter**
- **If occupied:**
 - Quietly withdraw from the room
 - Or reach an agreement for the cleaning time
- **If you are working and the guest returns ?**
 - Politely ask guest to verify with the Front Desk or to use the key in order to access the room



Cleaning process starts with:

- **Opening the blinds, drapes and curtains**
- **Aerating the room by opening the windows and balcony doors**
- **Straightening up the belongings that are lying around the room and place them on the desk or chair**



Taking care of the trash



Empty the trash bin



Place it in the garbage can on the hallway



Wipe the bin with a damp cloth and dry it if needed



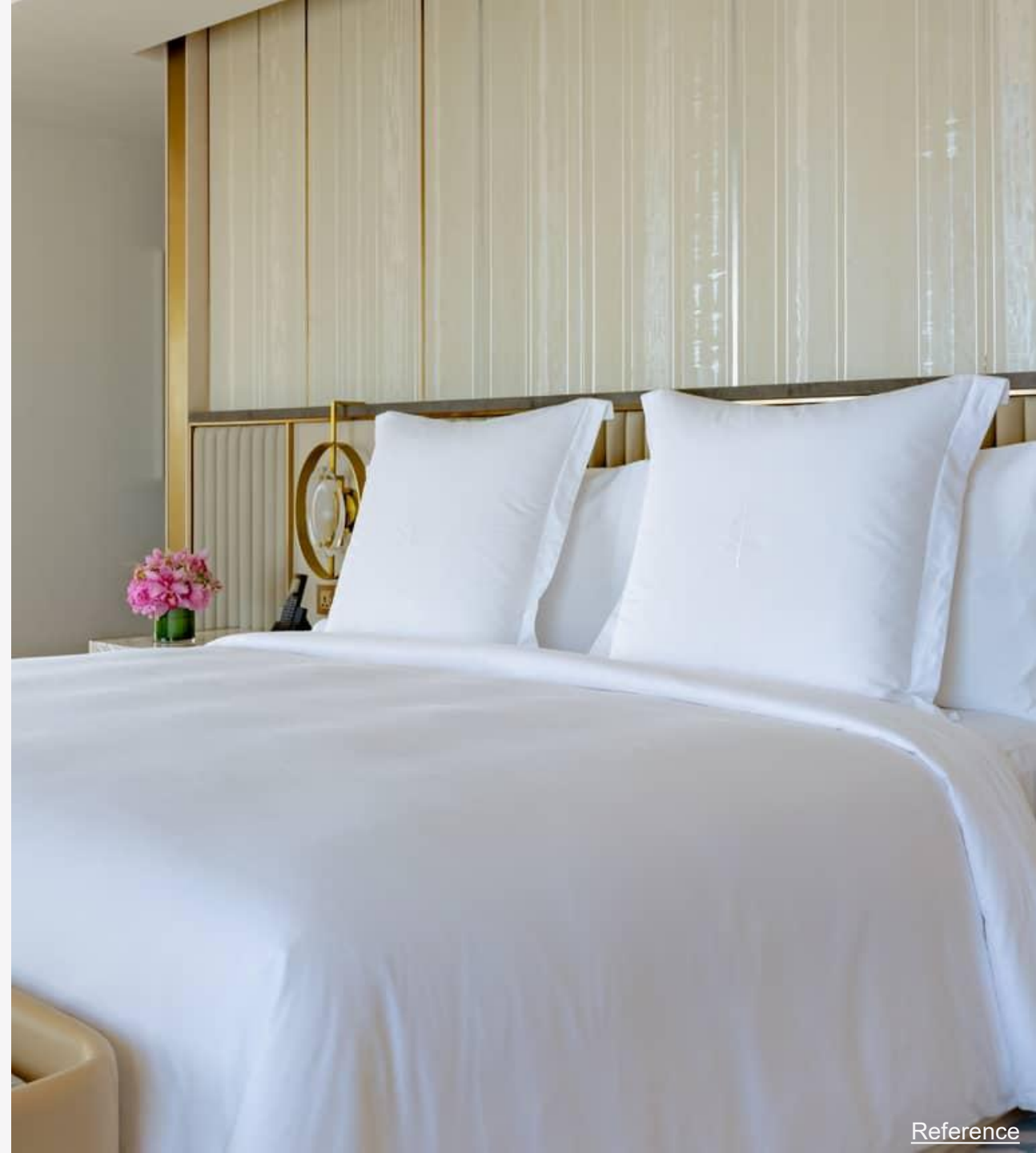
Place a transparent bag in the bin and attach it properly

Afterwards, move the show rack and laundry basket aside for convenience.

Bed making



One Kings Lane: How to make the perfect bed



Dusting

- Use a yellow microfiber cloth
- Apply all-purpose spray cleaner
- Dust the room in a non-stop sequence
- Starting at the door and work your way around by creating a complete square
- Clean both sides of the door including mirror, doorknob
- For mirrors & windows, use a fluff less clean cotton rag



What do we dust ?

- **Picture and pin board frame**
- **Heater**
- **Bed side tables**
- **Desks & blotters**
- **Shelves**
- **Drawers**
- **Wardrobe doors**
- **Lamps**



Bathroom cleaning



Take the bathroom hand chemicals caddy



Take the bucket with polishing



Aerate if possible and straighten up belongings



Empty trash bin (following the same procedure seen before)

Bathroom cleaning

- Clean the sink (remove hair)
- Dust the door
- Polish mirrors
- Spray and leave the product to set in
- Polish the shower
- Rinse the shower
- Clean the toilet (use the red sponge)
- Refill / replace amenities

The correct order: sink - shower - toilet



Vacuuming

**Vacuum the
floor (carpet
or parquet)**

**Also,
underneath
the desk and
bed**

**Vacuum
inside out**

**Pay
attention to
corners**



Mopping



Final check & Inspection

Final check :

- Move furniture & personal belongings to the original place
- Proceed to inspect for cleanliness
- Close balcony doors and windows
- Turn off the lights

Inspection :

- Call your supervisor for inspection
- Report any damages
- Go ahead with the assigned tasks



Room inspection



**After cleaning, the room is inspected by the supervisor and/or the Executive.
An eye for details is mandatory in this role.**

Why is it so important to inspect the rooms ?

**Room inspection will prevent the hotel from getting guest complaints in terms
of functionality and cleanliness.**

A satisfied guest is most probable to become a returning guest.



Video

Room cleaning process



Any questions ?



Thank you

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