



## **GLACIER CANYON LODGE HOUSEKEEPING** **ROOM ATTENDANT TRAINING MANUAL**

Welcome to the Glacier Canyon Lodge Housekeeping Department. Our goal at Glacier Canyon Lodge is to provide the best guest experience possible. As an employee of Glacier Canyon Lodge, it is your responsibility to provide the best service possible to all our guests. In order to do this, it is expected of our employees to provide a friendly, professional and helpful attitude towards our guests, coworkers and management. When meeting or speaking to our guests or fellow team members, be polite and always smile.

Glacier Canyon Lodge is a Family Oriented Property and it is extremely important to maintain a professional appearance throughout the day. When reporting to work, make sure that you are clean, well groomed and in proper uniform attire. Your clothing must be clean, wrinkle-free and in good condition. This means that your uniform must be ironed if necessary and does not have any tears, holes, stains or spots on your shirt or pants. If you are not in proper uniform attire or if you should look like you slept in your clothes, you will be sent home and it will reflect negatively on your attendance record.

Maintaining a Professional Attitude is just as important as looking Professional. When working out on the floors, whether you are in guest rooms, storage rooms, hallways or anywhere else on the property, remember that guests and other coworkers can hear your conversations. This means that you must keep your voice level down at all times. Cursing in any language as well as talking inappropriately in an unprofessional way, will not be tolerated and will result in an immediate write-up or even termination. Remember that many of our guests also speak other languages as well and may understand what you are saying.

Remember, How You Look and Conduct Yourself Reflects Directly on You and Glacier Canyon Lodge.

# ***Customer Service Quick Reference Guide***

## **Key questions to consider:**

### ***Who is the Customer?***

*The customer (or in our case the guest) can be anyone from any walk of life; however, it is important to remember this: The customer is the business. Without guests we, as a business, will cease to exist!*

### ***What is Customer Service?***

*Customer service is an organization's ability to supply its customers wants and needs. Excellent customer service entails constantly and consistently exceeding those needs and expectations.*

### ***What then is my role as a member of the Wilderness Territory team?***

*Simply stated, your goal should be to provide excellent customer service to every guest that walks through the door or calls on the phone without exception.*

## **Key techniques or tips to employ to ensure expectations are exceeded:**

***Be Enthusiastic*** – *The level of enthusiasm you display corresponds directly to the level of service you provide. Remember to smile and greet every guest you encounter. Above all do not forget to be courteous (Please, Thank You, You're Welcome...).*

***Be Empathetic*** – *Often times all an upset guest is looking for is a sincere, heartfelt apology. Offer one and mean it. Show guests that service is our team focus and assure them that their concerns will be addressed.*

***Be Resilient*** – *There will come a time when you will come face to face with a situation (personal or professional) that has the potential to derail your focus or dampen your spirits. Remember: It's not the guests' fault. They deserve the best you can offer on your best day everyday.*

***Be Aware of Appearance, Tone of Voice, and Body Language*** – *Remember: Perception is everything. If you are perceived unready and unwilling to exceed expectations, you have already failed to accomplish your goal. You may act as if you are genuinely interested in a guest's comments or concerns, but your body language or word choice can betray you in that regard. Faking it is not an option. Guests will always pick up on the nuances of your speech, posture, and body movements. The only way to show the guest that you are interested, motivated, willing to help, excited to be there, and ready to exceed their expectations is genuinely to be all of those things.*

***Be Proactive*** – *Whenever possible anticipate guests' needs. Be friendly. Ask if you can be of assistance. Ask smiling questions, and don't be afraid to engage a guest. Let your personality shine. Be confident*

### **Key phrases to avoid in customer service:**

***“I don’t know...”*** – This phrase is entirely unhelpful. Substitute: *“That’s a good question. Let me find out for you.”* Find the answer. Dial “0” and speak to Guest Services if necessary, but do not leave the guest hanging.

***“There ya go...,”and “You bet...”*** – These are not substitutes for “Thank You” and “You’re Welcome.” Employ common courtesy.

***“No...”*** – Left to stand alone as a response to a guest inquiry spells disaster for both perceived and actual service levels. Substitute: *“Unfortunately, we don’t/can’t/are unable to...”* Apologize for not being able to meet the request and mean it.

***“Just a second...”*** – Unless you will literally only be a second, substitute: *“Just a moment...”* Do not forget to keep the guest abreast of your progress. If you know the situation will require an extended amount of time to address, inform the guest that you will contact them when you have the answer. Follow through.

### **Key actions to avoid in customer service:**

***Don’t put paperwork before guests*** – With the obvious exception of emergency situations, guests always come first.

***Don’t rush guests*** – True excellence in service necessitates taking the time to learn a guests needs and determine the appropriate actions to take. In addition to creating tension and frustration for the guest, rushing any guest through an interaction greatly limits your ability to learn his/her needs and thus to provide excellent service.

***Don’t be too busy to be nice*** – Everyone is busy. You are not the exception. Adapt to the guest. Do not make the guest adapt to you.

***Don’t take elevators unless absolutely necessary-*** Our guests have luggage and family members to transport, do your best not to use elevators that are in guest areas. Our priority is to ensure they are clean and odor-free for a more enjoyable experience. In addition, please hold doors for guests to enter or exit.

# GENERAL GLACIER CANYON LODGE HOUSEKEEPING POLICIES/PROCEDURES

- **Schedule**

Schedules are posted outside of the housekeeping office every Friday by 4 p.m. for the following week. It is your responsibility to know your schedule. If you are scheduled and unable to work a shift it is your responsibility to find somebody to work that shift for you.

- **Attendance**

You are required to work when scheduled and to be prompt to your shift. If you are unable to come to work, you must notify the housekeeping Manager or Supervisor at least 1 hour prior to the start of your shift. Call the housekeeping office at (608)253-4252 ext. 50465, do not leave a message, you must talk with either the Manager or Supervisor to confirm absence/tardiness. If nobody answers the phone, continue calling until somebody answers. The Manager or Supervisor is in the office by 8:00 a.m. daily. You are allowed to punch in up to 5 minutes early. **However, being tardy (5 minutes +) is not acceptable.** If you know that you are going to be late you must call in. No Call No Show, tardiness, early punch in and neglecting to punch out in a timely manner after completing a scheduled shift will result in documentation leading to termination at Managers discretion.

- **Time Off**

Requesting time off will require submitting a time off request in Dayforce or the Dayforce App. Time off requests must be made a minimum of 2 weeks prior to requested date. Request must be approved by Management.

- **Uniform**

Proper uniform attire consist of a Glacier Canyon Lodge issued Tunic / Button up shirt/Smock/Polo, black khaki colored Pants, Shorts or Capri's, Nametag and comfortable (close toed) Shoes in good condition. Short Shorts, Jeans or Cargo-Pants with large side pockets are not allowed. No open toed shoes or sandals are permitted. Nametags must be visible. Wilderness Housekeeping light jackets can be worn on the floor. All backpacks, purses, hats, lunch bags and non-Wilderness jackets must be left in lockers. Failure to follow uniform policy is viewed as a violation of policy and will result in documentation leading to termination

- **Vehicle**

All employee vehicles are to be parked in designated employee parking area. Employees are not allowed to go back to their vehicle until the end of their shift unless approved by Management or Supervisor.

- **Keys**

It is required that you sign out and turn in/sign in any and all housekeeping keys that are assigned to you for that day. Failure to follow Key handling policies is viewed as a violation of policy and will result in documentation leading to termination.

- **Cell phones/Ipod/MP3 devices**

Cell phones/ipod/mp3 devices are not to be used while working, use of these electronic devices (including ear buds/headphones) while working will result in documentation leading to termination.

- **Tips**

Guest will from time to time leave a tip in the room for housekeeping staff, this tip is the sole possession of the housekeeper and is typically in the form of cash. Tips are not guaranteed and searching for tips is not allowed by any staff member. Tips are to be found and collected only upon the completion of each room by the housekeeper. Failure to comply will result in documentation leading to termination.

- **Break**

All housekeeping employees are allowed 1 – 20 minute break for a working a shift. The time of a break will 10:30AM for 1<sup>st</sup> shift. Employees working on 2<sup>nd</sup> shift will be assigned break by their management team. Those who take their break outside of the 20 minute assigned break time (without approval) will be subject to documentation. All breaks are at the discretion of the Manager and/or the Inspector. The employee is not allowed to leave the floor or take a break without the floor Inspectors approval

# GLACIER CANYON LODGE HOUSEKEEPING CLEANING CHEMICALS



## ECOLAB RAPID MULTI SURFACE DISINFECTANT

FOR IN ROOM CLEANING ON COUNTERS, APPLIANCES, FURNITURE, GLASS, FIXTURES AND TRASH CANS.

NOT INTENDED FOR BATHROOM CLEANING USE.

GLOVE USE REQUIRED FOR WIPING SURFACES AFTER SPRAYING

SPRAY ECOLAB RAPID MULTI SURFACE DISINFECTANT ON A MIST WHEN APPLYING TO SURFACES FOR BETTER COVERAGE

DWELL TIME REQUIRED FOR APPROPRIATE CLEANING OF ALL SURFACES (5 MINUTES)



## ECOLAB SCRUB FREE

### BATHROOM CLEANER & DISINFECTANT

FOR CLEANING BATHROOMS INCLUDING SHOWER/TUB, TILE, TOILET, COUNTER, TRASH CANS.

NOT INTENDED FOR IN- ROOM CLEANING OUTSIDE OF BATHROOM AREA, MIRRORS, APPLIANCES, FURNITURE, GLASS OR FIXTURES.

GLOVE USE REQUIRED FOR WIPING SURFACES AFTER SPRAYING

SPRAY ECOLAB RAPID ECOLAB SCRUB FREE BATHROOM CLEANER & DISINFECTANT ON A MIST WHEN APPLYING FOR BETTER COVERAGE.

DWELL TIME REQUIRED FOR APPROPRIATE CLEANING OF ALL SURFACES (5 MINUTES)



## ECOLAB BIO-ENZYMATIC ODOR ELIMINATOR

FOR USE AS IN ROOM AIR FRESHENER. CAN BE SPRAYED ON CARPET AND FURNITURE.

NOT INTENDED FOR USE AS A CLEANER OF ANY SURFACE.

EFFECTIVE WHEN SPRAYED ON CARPET PRIOR TO VACUUMING.

SPRAY ECOLAB BIO-ENZYMATIC ROOM REFRESHER ON A MIST WHEN FOR BETTER COVERAGE.

NO DWELL TIME IS REQUIRED.



### ECOLAB NO-RINSE ALKALINE FLOOR CLEANER

FOR USE IN MOPPING ALL TILE/NON-CARPETED SURFACES IN HOUSEKEEPING OPERATIONS.

NOT INTENDED FOR USE AS A CLEANER OF ANY SURFACE OTHER THAN FLOORING

EFFECTIVE WHEN APPLIED FOLLOWING A SWEEPING OF FLOORING AREA.

DISPENSED FROM DISPENSER TO MOP BUCKET.

NO DWELL TIME IS REQUIRED, APPLIED FROM MOP/FLAT MOP.

# GLACIER CANYON LODGE HOUSEKEEPING TIME-LINE

- Housekeeper's start work **PROMPTLY** at 9:00 a.m.
- 9:00 a.m. to 10:30 a.m., Housekeepers will do the following:
  - Brief Pre-Shift meeting with Housekeeping Managers or Supervisors
  - Receive assigned tablets, keys, clipboards. Sign out keys and tablets on logs after receiving
  - Grab a flat mop, white caddy with the cleaning chemicals (Multi-surface disinfectant, Bathroom cleaner, Air Freshener), toilet brush and gloves. Carry a bag with blue and green cleaning rags (blue for surfaces, green for glass)
  - Following morning meeting, pick up assigned vacuum from the breakroom.
  - After obtaining a vacuum, head to your assigned storage closet to get a housekeeping cart. Pick up any trash or dirty towels along the way to the closet.

## **Vacuum Care:**

- 1.) Be sure that vacuum cleaner is working properly and has good suction
  - 2.) Check vacuum bag, change when full
  - 3.) Check brush, cleaning off hair or strings
  - 4.) Bring any broken vacuum to Housekeeping Office for repairs and pick up a working vacuum if necessary
- While in storage room, one Housekeeper should stock the housekeeping cart with appropriate supplies and the other Housekeeper should clean/organize the storage room breaking down any empty boxes and taking out any garbage or linens.



### **Cart Stocking:**

- 1.) Toilet paper, Facial Tissue
- 2.) SOS pads & Aluminum foil
- 3.) Cascade dishwasher detergent, Joy liquid dish soap  
(Amenity caddy items)
- 4.) Bar soap, shampoo and lotion
- 5.) Regular coffee, decaf. coffee and max pax
- 6.) Ice bucket liner, small garbage bag liners and medium garbage bag liners  
(Chemical Caddy items)
- 7.) Toilet brush and coffee brush
- 8.) Magic erasers
- 9.) Ecolab chemicals (Multi-surface, Bathroom, Air Freshener)

### **Cart Rules:**

- All housekeeping carts and bins should be on the parking lot side of the hallway
- **Blue bins must be moved by two housekeepers at a time, never one housekeeper.**
- No food or soda on cart in sight of the guest
- All supplies should be **NEAT** and in place
- Housekeeping clipboard placed on top and easy to view, **tablet inside room**
- Never leave the housekeeping master key on the cart, **must be attached to leader at all times**
- Proceed to assigned section and begin cleaning assigned units

- **9:00 a.m. until completion:**
  - Begin by cleaning **ASAP, Owner** and **VIP** units if available to clean. If these units are still occupied and have not check out yet, clean hallways until the **ASAP, Owner** or **VIP** unit is available. Your management team may have projects for you to work on.
  - Check-out time is 11:00 a.m., proceed to find any Vacant **Checkouts** and begin cleaning. If no rooms are available to start cleaning find something to clean or help another group. If you have time to lean, you have time to clean
  - After 11:00 a.m., focus on cleaning all the **Checkout** units or **Dirty Vacant** units until all are completed
  - Upon completion of all **Checkout** and **Dirty Vacant** rooms-
- Put everything away in the assigned storage room. All carts and grey bins must be returned to the closet which it came out of. Be sure that you clean and organize your storage room and cart. Bring your chemical caddy, all dirty linen/rags, along with your blue poly truck cart to laundry. Also, bring down all the garbage to the compactor and return your vacuum to the designated area (taking any broken vacuums to the Housekeeping Office)
- Go directly to the Housekeeping Office to turn in your board and key. Proceed to help other groups if directed by Housekeeping Manager, Supervisor or Inspector
- **When completed, get permission from your Manager or Supervisor to punch out and go home.**

# GLACIER CANYON LODGE CLEANING GUIDE

Before entering a guest room, you knock at least three times with your closed hand. If there is no answer, you must clearly announce “HOUSEKEEPING” before entering the guest room.

However, if the guest answers, you must respond in the following ways for a Checkout or a Stayover room.

- **Procedures for Entering a Guest Room**

- **Checkout Room**

- 1.) A **Checkout** room occupied before the 11:00 a.m. checkout time, do not knock on the door and proceed to the next unit on your housekeeping board.
- 2.) If the room is a **Checkout** and you knocked on the door prior to the 11:00 a.m. checkout time, and the unit is still occupied, apologize to the guest for disturbing them and leave
- 3.) If the room is a **Checkout**, you knock on the door after 11:00 a.m. and the unit is still occupied, also, apologize to the guest and leave. Notify your Inspector that the unit is still occupied
- 4.) If the room is still occupied after 12:00 p.m., the Inspector must notify the Supervisor or Manager immediately
- 5.) If the room is a **Checkout** and occupied after 12:00 p.m., notify your Inspector and they will check the status of the unit
  - a.) If the room is still a **Checkout**, proceed to clean the room if it appears to have no personal belonging left in the room
  - b.) If the room is still a **Checkout** and the Guests personal belongings are still in the room, **DO NOT TOUCH ANYTHING** and close the door immediately! Notify your Inspector and they will get further instructions for the Supervisor or Manager
  - c.) If the room has turned into a Stayover, document and notify your inspector.

➤ **Stayover rooms (guest requests stayover service)**

- 1.) PUT ON GLOVES.
- 2.) If the room is a **Stayover** and is unoccupied, proceed with the complete **Stayover** service
- 3.) If the room is occupied, ask the Guest politely if he/she would like their **Stayover** service at that time
  - a.) If the Guest would like **Stayover** service at that time, proceed in providing the **Stayover** service to the room – even if the Guest wants to remain in the room. **DO NOT** tell the Guest to leave the room at any time!
  - b.) If the Guest is a minor(s), do not clean the **Stayover** room at that time. Instead, return later and clean the room when an adult Guest is present or if nobody is in the room. If you return and the minor(s) is/are still in the room without an adult Guest present, do not clean the **Stayover** room and document.
  - c.) If the Guest does not want **Stayover** service at that time, ask politely what time they should return for service. Document that time on the housekeeping clipboard and return to complete **Stayover** service at the requested time
  - d.) Document if the Guest decides they do not want **Stayover** service.
  - e.) Document if the Guest only wants limited **Stayover** service, such only towels or toilet paper.

*Note: At Glacier Canyon Lodge, stayover service is not provided unless requested by guests staying at Glacier Canyon Lodge.*

• **Lost and Found Procedure:**

Discovered lost and found items are to remain in the room. Leave all items found setting on the vanity counter. Your Inspector, Supervisor or Managers will pick up the items, tag them and turn them into lost and found. Under **NO** circumstance are you allowed to take the item out of the room or put it on your cart. If you find an item of great value such as a wallet, computer, camera, etc..., notify your Inspector. Lost and found is any no food item left behind by a guest. Any Housekeeper caught taking a lost and found item out of a room will result in disciplinary action up to and including termination. Any Weapons or Illegal Drugs found in guest rooms should not be touched. Contact Security dispatch at extension 50204. A member of security will take appropriate measures to handle the situation.

# DOUBLE QUEEN CLEANING PROCEDURE

- **Bed Making Procedures**

When walking into a room you are about to clean, leave the door wide open and strip the room first (if it wasn't stripped prior to you arriving in the room). To strip a room, remove all dirty bed linen, towels and trash. Do not put blankets and pillows on the dirty floor. Any blood borne pathogen infected linen needs to be handled separately from regular dirty linen/towels/bedding. Items contaminated by bodily fluids should be placed in a blue biohazard bag, be labeled and tied shut. Examples of bodily fluids include, but are not limited to: urine, vomit or feces. For any items that are soiled with blood, use red bags, label and tie shut.

➤ **Checkout beds**

1. Inspect all of the bedding while making the bed for stains, tears, hairs, etc. Replace those items with clean items and place the dirty into a yellow housekeeping bin with dirty laundry. Take special care in watching for pillows that were left behind by the guest (the pillowcase must remain on and left for Inspector to tag for lost and found)
2. Make the beds as a team
3. All beds must have a mattress pad, fitted sheet, flat sheet, top sheet, innerloft blanket, pillows, pillow protectors and pillowcases. All beds must have bed skirts.
4. Straighten the mattress pad hooking corners if possible (Example A)
5. Place the fitted sheet on the bed with the finished seam side on top (Example B)

*Example A*



*Example B*



6. Lay the flat sheet evenly over the bed, all the way to the top of the mattress to the headboard (Example C)
7. Then lay the blanket evenly over the bed up to eighteen (18) inches short from the top of the bed. (Example D)

*Example C*



*Example D*



8. Place the top sheet evenly over the flat sheet (Example E). Fold the top and flat sheet over the top of the top sheet and blanket (tuck in seams of top and flat sheets). Tuck in sheets all around the bed with hospital corners at the foot of the bed (Example F).

*Example E*



*Example F*



9. Put clean pillow cases on the pillows (all pillows should have a pillow protector over pillow), place the pillows angled with the headboard (Example G)

*Example G*



➤ **Stayover Bed**

- 1.) PUT ON GLOVES.
- 2.) If there are too many personal items from the guest left on the bed, do not move those items and do not make the bed. Make note of this on your housekeeping board
- 3.) If the bed is soiled you must change all of the bedding
- 4.) Make the bed as a team
- 5.) Pull the fitted sheet tight and straighten the flat sheet out all the way to the headboard
- 6.) Straighten the blanket and place the top sheet over the blanket and even with the flat sheet.
- 7.) Fold the top of the flat sheet and top sheet over the blanket edge. Tuck in sheets all around the bed with hospital corners at the foot of the bed
- 8.) Re-tuck pillow cases on the pillows (all pillows should have a pillow protector over pillow), place the pillows angled with the headboard.

➤ **Checkout sofa-sleeper**

- 1.) Inspect the blanket, pillows and mattress pad for stains or rips. If a stain or rip is found on any of these items, replace it with a clean item
- 2.) Straighten mattress pad and hook corners if possible
- 3.) Fold the sofa-sleeper mechanism partially into the sofa and stack the sofa cushions on one side of the sofa for easy inspection by inspector (Example H)

*Example H*



- 4.) Neatly fold the blanket and set on top of rack by door along with the clean, folded sofa-sleeper fitted and flat sheet. Place clean pillow cases on (2) pillows (all pillows should have pillow protector on) and neatly set on luggage rack by door  
*Note: if sofa-sleeper wasn't used, you still must check the sofa for crumbs, dirt or other debris and set cushions up*

➤ **Stayover sofa-sleeper**

- 1.) PUT ON GLOVES.
- 2.) If there are too many personal items from the guest left on the bed, do not move those items and do not make the bed. Make note of this on your housekeeping board
- 3.) If the sofa-sleeper is folded up be sure to check to see if it had been used
- 4.) If used you must take off the dirty sheets and straighten the mattress pad (replace with clean if dirty)
- 5.) Fold sofa-sleeper back up and neatly fold the blanket and set on top shelf in one of the master closets along with the clean, folded sofa-sleeper fitted and flat sheet. Place clean pillow cases on (2) pillows (all pillows should have pillow protector on) and neatly set on shelf in the other side of the master closet

*Note: If you are placing new sheets on a bed and the sheet has a tear or stain on them, tie sheet into a knot and place in your grey bin of dirty linen. Get another new sheet to finish the bed*

• **Vanity and Bathroom Cleaning Procedures**

➤ **Checkout Double Queen Vanity**

- 1.) PUT ON GLOVES.
- 2.) Chemicals work better if they set/dwell. Start by spraying down the mirror with multisurface cleaner. Then spray the sink, faucet, drain, countertop and backsplash with multisurface cleaner
- 3.) After spraying vanity area- remove gloves and make beds with your partner
- 4.) PUT ON GLOVES and return to vanity.
- 5.) Using a clean green rag, wipe down the mirror using a circular motion. Be sure that there are no spots or streaks left on the mirror
- 6.) Proceed with a new blue rag to clean the sink, faucet, drain, countertop and backsplash. Scrub wherever is needed and wipe dry with the rag that was used to clean the mirror. Check the edge of the counter and watch for any residue left from soap or hair spray. Make sure that the faucet and drain are shiny and clean. The faucet handle should be pointing straight forward and the drain should be left in the open position
- 7.) Wipe off the top of the hairdryer and be sure that there is not any splatter on the walls or anywhere from toothpaste
- 8.) Clean under the vanity with multisurface cleaner, wiping of the vanity doors also
- 9.) Do not leave any hair anywhere!!



➤ **Stayover Double Queen Vanity**

- 1.) PUT ON GLOVES.
- 2.) If there are too many personal items from the guest left on the vanity area, only clean what is necessary and do not touch any of the guests personal items
- 3.) If the mirror is dirty or wet, wipe the mirror with a clean green rag and multisurface cleaner if necessary
- 4.) Clean the vanity sink, counter and under vanity as describe above if possible

➤ **Stocking Double Queen Vanity (Example I)**

- 1.) Hanging and neatly arranged 2-hand towels, 2 washcloths and 1- makeup washcloth.
- 2.) Neatly arrange 2- bar soap, 1 shampoo and 2-lotions logo always facing up and forward.
- 3.) 1 extra roll of toilet paper in lower cabinet.

Example I



➤ **Checkout Double Queen Bathroom**

1. PUT ON GLOVES.
2. Dry the shower curtain with a clean blue rag. If the shower curtain or liner has mold or mildew, replace it with a new shower curtain or liner
3. Start by spraying the entire shower/bathtub including the shower head, tub faucet and toilet with bathroom cleaner. Take care when working in the bathroom area, as the floor and tub may get slippery when wet. If you need to stand in the tub to clean, put down rags to stand on
4. After spraying bathroom area- remove gloves and make beds with your partner
5. PUT ON GLOVES and return to bathroom.
6. Wipe down dry the shower/bathtub from top to bottom using clean blue rags. Wipe down the walls, all the way to the top edge and down to the bottom edge. Be sure that there are no spots anywhere. Use your fingers to feel the ledges for soap residue that is sometimes difficult to see. The Magic Eraser works well for removing soap residue. Wipe down the shower head, faucet, drain, curtain rod and clothesline container. Make sure that all of the chrome is shining. Remember to clean the front of the tub
7. Be diligent in cleaning so that there is **ABSOLUTELY NO HAIR** or dirt left in the bathtub.
8. If the chemicals for the toilet have dried, re-spray before starting to clean the toilet. Using a toilet brush clean under the rim and the bowl. Flush the toilet two (2) times if necessary to ensure that all cleaning chemicals have been removed. Wipe the entire toilet with clean blue rag from top to bottom, including the lid, tank, handle, seat (top & bottom), bowl and base. Clean the seat hinges and the caps at the bottom of the toilet. Leave the toilet seat up for inspector. If the toilet seat is loose, inform your room Inspector and they will notify Maintenance. Wipe down the walls around the toilet. Double check to be sure that all dirt and hairs are washed away
9. Sweep the entire bathroom floor. Make sure that you sweep well behind the toilet and door. Any hair or dirt can be brushed out on the carpet and vacuumed later. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt is present on the bathroom floor. All floor mopping will be completed prior to exiting the room.
10. Wipe down the garbage can inside and out. Put a new garbage can liner in the can
11. Place dirty cleaning rags in dirty rag bag/grey bin, remove used gloves.

➤ **Stayover Double Queen Bathroom**

- 1.) PUT ON GLOVES.
- 2.) Do not touch or move guest personal items
- 3.) Wipe the shower curtain dry with a clean blue rag. Wipe the shower/bathtub dry, making sure that the shower head, faucet and drain are shiny
- 4.) Wipe down the toilet and clean if necessary with bathroom cleaner.
- 5.) Take all dirty towels and replace them with clean towels. Leave extra toilet paper if needed
- 6.) Empty the trash and replace with a new liner. Wipe down if necessary
- 7.) Sweep and mop the entire bathroom floor. Make sure that you sweep well behind the toilet and door. Any hair or dirt can be brushed out on the carpet and vacuumed later. Leave **ABSOLUTELY NO HAIR** or dirt on the bathroom floor!!

➤ **Stocking Double Queen Bathroom**

- 1.) 6 – Bath towels folded neatly in two stacks of 3 on the top of the towel rack along with 2 – Wash clothes neatly folded with the towels
- 2.) 1 – roll of toilet paper on the roll and 1 – extra roll placed on the back of the toilet
- 3.) Neatly fold 1 – bathmat and arrange on the edge of the bath tub with 1-logo bar soap and 2-logo shampoo, logo always facing up and forward

➤ **Checkout Handicap Double Queen Bathroom/Vanity**

Clean the handicap double queen using the guideline for cleaning the double queen vanity and the double queen bathroom. The bathroom and vanity are combined in these units

➤ **Stayover Handicap Double Queen Bathroom/Vanity**

Follow the stayover service cleaning as listed above for the double queen vanity and the double queen bathroom

➤ **Stocking Handicap Double Queen Bathroom/Vanity**

- 1.) Hanging and neatly arranged on the bathroom towel rack 2-hand towel, 1-makeup washcloth and 2-washcloth. Place 2-extra hand towels neatly on the lower coat rack by the door
- 2.) Folded neatly on counter arrange 1-bar soap and 2-logo lotions logo always facing up and forward (Example K)
- 3.) Box of Kleenex setting neatly on counter with 1 extra box on the lower coat rack by the door (Example L)
- 4.) 4 – Bath towels folded neatly in two stacks of 2 on top of the towel rack along with 2 – wash clothes neatly folded with the towels and 1 – wash cloth setting on top of a stock of towels (Example J)
- 5.) Neatly fold 1 – bathmat and arrange on the handicap shower chair with 1-logo bar soap and 2-logo shampoo, logo always facing up and forward
- 6.) 1 – roll of toilet paper on the roll and 1 – extra roll placed on the lower coat rack by the door

*Example J*



*Example K*



*Example L*



● **Wet Bar Cleaning Procedures**

➤ **Checkout Wet Bar**

1. PUT ON GLOVES.
2. Empty ice bucket in sink and wipe dry
3. Clean coffee maker with multisurface cleaner and a Magic Eraser to remove marks when necessary.
  - a.) Empty coffee maker, removing any used coffee grounds.
  - b.) Clean the top, side and inside water reservoir including the tray under the coffee maker.
  - c.) Clean the coffee pot and lid using a coffee brush to scrub the stains away and dry with a clean blue rag.
  - d.) Inspect the coffee pot for chips or cracks and replace when necessary. Be sure that the water reservoir hasn't any mold in it

4. Clean the microwave with multisurface cleaner, a clean blue rag and use the Magic Eraser to remove any difficult marks or stains
  - a.) Open the door and remove any food items that may have been left behind by the guest
  - b.) Wipe out the inside of the microwave from top to bottom, especially the glass plate and under the glass plate
  - c.) Clean the door inside and out. Wipe down the outside of the microwave top, bottom and sides
  - d.) When complete leave microwave door open for easy inspection by Inspector
  - e.) Take special care to wipe the counter top, walls and remove any crumbs that may be under the microwave
5. Spray the sink, faucet, drain, countertop and backsplash with multisurface cleaner
6. After spraying wetbar area- remove gloves and make beds with your partner
7. PUT ON GLOVES and return to wetbar.
8. With a clean blue rag wipe down and scrub if necessary sink, faucet, drain, countertop and backsplash. Wipe down edges of counter and make that there is nothing sticky or any residue left on the counter
9. Leave the faucet and drain shiny and clean
10. Clean the refrigerator with multisurface cleaner, a clean blue rag and use the Magic Eraser to remove any difficult marks or stains.
  - a.) Open door and remove any items that have been left behind in the refrigerator and freezer
  - b.) Clean the entire inside, the walls, bottom, racks, sliding drawer, etc... Wipe down the door, the rubber seal around the door, front, top and sides of the refrigerator
  - c.) Take care to also wipe down the walls around the refrigerator if necessary
  - d.) If the freezer needs to be defrosted notify your Inspector. With the Inspectors approval, unplug the refrigerator, leave the door open and place a couple of towels on the bottom of the refrigerator to catch any water dripping from the freezer. Do not forcefully try to remove the ice from the freezer. Continue cleaning the room and remaining rooms on your board. You will need to mark this room on your board and come back to finish cleaning this refrigerator last
11. Wipe down the garbage can inside and out. Put a new liner on the garbage can
12. Wet bar floor must be swept and mopped, free of any crumbs or other debris. Be sure to clean the tile under the refrigerator (Example M)

*Example M*



➤ **Stayover Wet Bar**

- 1.) PUT ON GLOVES.
- 2.) If there are too many personal items from the guest left on the wet bar area, only clean what is necessary and do not touch any of the guests personal items
- 3.) Do not empty the ice bucket unless the guest request you to do so
- 4.) Clean and empty coffee maker as described above unless requested not to by the guest
- 5.) Clean the wet bar sink and counter as described above if possible
- 6.) Do not clean or touch the microwave unless instructed to do so by the guest
- 7.) Do not clean or touch the refrigerator unless instructed to do so by the guest
- 8.) Empty the trash and replace with a new liner. Wipe down if necessary
- 9.) Wet bar floor must be swept and mopped, free of any crumbs or other debris. Be sure to clean the tile under the refrigerator

➤ **Wet Bar Stocking**

- 1.) Arrange neatly in the ice bucket the following items
  - a.) 2 – regular coffee
  - b.) 2 – decaf coffee
  - c.) 6 – max pax coffee kits
  - d.) 6 – hot cups
  - e.) 6 – cold cups
  - f.) Ice bucket liner

• **General Room Cleaning Procedures**

➤ **Checkout Iron & Ironing Board**

- 1.) Empty any water that is in the iron and wipe down with a multisurface cleaner on a blue rag
- 2.) Place the iron on top of the ironing board organizer and wrap the iron cord neatly – placing it in the organizers pocket under the iron. Do not wrap the cord around the iron
- 3.) Inspect the ironing board and clean if needed. Replace the ironing board cover whenever necessary
- 4.) Hang the ironing board in a folded position on to the ironing board organizer

➤ **Stayover Iron & Ironing Board**

- 1.) Do not clean or touch the iron, ironing board or clothes hangers unless instructed to do so by the guest

➤ **Checkout General Room Dusting and Cleaning**

1. Dusting/Cleaning must always be done from top of the room to the bottom of the room and from the top of the furniture to the bottom of the furniture
2. Use multi surface cleaner when dusting/cleaning all mirrors and glass. Multisurface cleaner is used when dusting/cleaning all other areas of the room
3. Dust all of the artwork, pictures and mirrors. All pictures and mirrors must be spot and streak free
4. Television screens should be cleaned with a dry blue rags. Do not spray anything directly onto the television and do not use any chemicals. Wipe off front, top, sides and underneath the television
5. Dust all of the furniture in the unit including: coffee table, end table, night stands, headboards, lamps and any other furniture in the room. Open all drawers and wipe out the inside of the drawers. Use your fingers to feel the surfaces that you are cleaning to be sure that there isn't any sticky residue left on the surface. Be sure to clean from top to bottom, the underside of the tables, the legs of chairs, etc... Make sure that the lampshades are straightened and the seams are facing the wall
6. Any furniture that is moved or out of place must be moved back to its correct location
7. Clean the TV remotes, telephone and receiver
8. Clean using a blue rag sprayed with multisurface cleaner on air conditioning vent and door. Wipe down top, bottom and sides. Check filter, vacuum if necessary
9. Look around the room for any cobwebs or high dusting that may need to be taken care of and clean if necessary
10. Inform your Inspector of any loose, wobbly or broken furniture that may need repair

➤ **Stayover General Room Dusting and Cleaning**

- 1.) Be sure not to spray any chemicals over or on the guest personal items. If necessary spray the chemical directly on the blue rag and clean. Do not touch or move any of the guest personal items. Clean around their items the best possible
- 2.) Dust all of the artwork, pictures and mirrors. All pictures and mirrors must be spot and streak free
- 3.) Television screens should be cleaned with a dry blue rags. Do not spray anything directly onto the television and do not use any chemicals. Wipe off front, top, sides and underneath the television
- 4.) If possible, dust all of the furniture in the room including: coffee table, end tables, night stand, headboards, lamps and any other furniture in the unit. Use your fingers to feel the surfaces that you are cleaning to be sure that there isn't any sticky residue left on the surface. Be sure to clean from top to bottom, the underside of the tables, the legs of chairs, etc... Make sure that the lampshades are straightened and the seams are facing the wall
- 5.) Clean the TV remotes, telephone and receiver
- 6.) Clean the AC unit using a blue rag sprayed with multisurface cleaner Wipe down top, bottom and side

➤ **Checkout Balcony/Patio**

- 1.) Clean both sides of the balcony glass door inside and out using multisurface cleaner. Be sure that there are not spots or streaks
- 2.) Check and clean the balcony door tracks if necessary and inform your Inspector of any maintenance issues with the balcony door or screen
- 3.) Pick up all garbage and debris and cigarette butts on the patio. Bring in any dishes that may have been left on the patio area
- 4.) Close and lock both the screen and patio door. All first floor rooms must have the patio door dowel rod placed on the patio door track
- 5.) Neatly arrange patio/balcony (example N)

*Example N*



➤ **Stayover Balcony/Patio**

- 1.) Do not clean the balcony/patio unless instructed to do so by the guest

➤ **Checkout Vacuuming**

1. Spray air freshener on carpet prior to vacuuming.
2. Start by vacuuming by the patio door area and work your way back out of the room. Vacuum the hallway room entry area after vacuuming the guest room.
3. Using the vacuum and the hose, check and vacuum behind all dressers, tables, nightstand, sofa sleeper, lamps, chairs and behind the patio curtain
4. Vacuum under and around all of the beds. You will need to get down on your knees to do this properly and look under the beds to insure that it is clean
5. Be sure to vacuum behind the entrance door and under the coat rack
6. **DO NOT attempt to vacuum up large items. You will need to pick up those items by hand, such as: bottle caps, pens, coins, socks, max pax wrappers, etc.**
7. If there is dirt left behind on the floor that the vacuum will not pick up, such as food, this will need to get scrapped off of the carpet and cleaned. Leave no crumbs or food on the floor
8. If there are issues such as spots, stains, vomit etc. the carpet will need to be cleaned.
9. Wrap your vacuum cord each time you have finished vacuuming
10. **Never** yank the cord to unplug the vacuum, always hold the plug and pull from the outlet.



➤ **Stayover Vacuuming**

- 1.) Do not vacuum **ONLY** if instructed not to by guest
- 2.) Start by vacuuming by the patio door area and work your way back out of the room. Vacuum the hallway room entry area if necessary
- 3.) Take care when vacuuming around guest personal items. Avoid touching any personal items
- 4.) If there is dirt left behind on the floor that the vacuum will not pick up, such as food, this will need to get scrapped off of the carpet and cleaned. Leave no crumbs or food on the floor

*Note: Before leaving the room, stand back and make sure everything looks clean and neat. Look at the room as a guest would see the room and if you see anything out of place or wrong, go back and fix it.*

➤ **General Room Stocking, Item Location & Prep (Double Queen Unit)**

- 1.) Check the entry door inside for the following items:
  - a.) Fire escape/state statute/room rate sheet
- 2.) Coat rack area
  - a.) Laundry bag hanging on coat rack
  - b.) 6 – hangers
  - c.) Luggage rack
  - d.) Iron & ironing board
  - e.) Bedding for the pull-out sofa

*Example O*



*Example P*



- 3.) Setting on the nightstand need the following items: (Example P)
  - a.) Telephone with extension sheet and plastic cover on it
- 4.) Inside the nightstand drawer should be the following items:
  - a.) Bible
- 5.) 1 box of facial tissue on table with chairs neatly arranged.

*Note: Bible/all literature must be in good condition or needs to be replaced*

- 6.) Finally, the last person that is in the room is the person who vacuums. This person must prep the room for the Inspector by doing the following:
- a.) Open drawer on nightstand
  - a.) Open all drawers on TV Armoire (No Smoking sign on top)
  - b.) Be sure microwave door is open
  - c.) Leave lights on in unit
  - d.) Shut door securely

# DOUBLE QUEEN TEAM JOB BREAKDOWN

1.) Teams of two (2) should use the following as a room breakdown guide  
*Housekeepers can alternate job duties in each room*

**Double Queen Room:**

Employee **A** would do the following room cleaning:

- 1.) Strip room
- 2.) Assist in making beds
- 3.) Bathroom Cleaning
- 4.) Vacuum

Employee **B** would do the following room cleaning:

- 1.) Assist in making beds
- 2.) Clean vanity, microwave, refrigerator and wet-bar
- 3.) Dusting
- 4.) Start stripping the next room

2.) Teams of three (3) should use the following as a room breakdown guide  
*Housekeepers can alternate job duties in each room*

**Double Queen Room:**

Employee **A** would do the following room cleaning:

- 1.) Strip room
- 2.) Clean bathroom

Employee **B** would do the following room cleaning:

- 1.) Strip room
- 2.) Assist in making beds
- 3.) Clean vanity, microwave, refrigerator and wet-bar
- 4.) Dust (front half of room)

Employee **C** would do the following room cleaning:

- 1.) Assist in making beds
- 2.) Dust (back half of room)
- 3.) Vacuum

# MASTER UNIT CLEANING PROCEDURE

- **Bed Making Procedures**

When walking into a room you are about to clean, leave the door wide open and strip the room first (if it wasn't stripped prior to you arriving in the room). To strip a room, remove all dirty bed linen, towels and trash. Do not put blankets and pillows on the dirty floor. Any blood borne pathogen infected linen needs to be handled separately from regular dirty linen/towels/bedding. Items contaminated by bodily fluids should be placed in a blue biohazard bag, be labeled and tied shut. Examples of bodily fluids include, but are not limited to: urine, vomit or feces. For any items that are soiled with blood, use red bags, label and tie shut.

➤ **Checkout Master King Bed**

- 1.) Inspect all of the bedding while making the bed for stains, tears, hairs, etc...Replace those items with clean items and place the dirty into a grey housekeeping bin with the dirty laundry. Take special care in watching for pillows that were left behind by the guest (the pillowcase must remain on and left for Inspector to tag)
- 2.) Make the beds as a team
- 3.) All beds must have a mattress pad, fitted sheet, flat sheet, blanket, pillows, pillowcases and bedspread. All beds must have bed skirts
- 4.) Straighten the mattress pad hooking corners if possible (Example A)
- 5.) Place the fitted sheet on the bed with the finished seam side on top (Example B)

*Example A*



*Example B*



- 6.) Lay the flat sheet evenly over the bed, all the way to the top of the mattress to the headboard (Example C)
- 7.) Then lay the blanket evenly over the bed up to eighteen (18) inches short from the top of the bed (even with edge of nightstand). (Example D)

*Example C*



*Example D*



- 8.) Place the top sheet evenly over the bed. The topsheet should hang to meet the top of the flat sheet (Example E).
- 9.) Fold over the flat sheet and the top sheet over the edge of the blanket (tuck in seams of top sheet and flat sheet). The top sheet, blanket and flat sheet should be tightly tucked in all around the bed with hospital corners at the foot of the bed (Example F).

*Example E*



*Example F*



- 10.) Put clean pillowcases on the pillows (all pillows should have a pillow protector and pillow case over pillow). At the head of the bed the pillows should be angled neatly to cover the span of the headboard (Example G)

*Example G*



*When you are done, double check the bed to be sure the pillows are evenly placed on the bed. Also, be sure there are no wrinkles, short-sheeted areas, bumps or bulges from the mattress pad, blanket or anything else*

➤ **Stayover Bed**

- 1.) PUT ON GLOVES
- 2.) If there are too many personal items from the guest left on the bed, do not move those items and do not make the bed. Make note of this on your housekeeping board
- 3.) If the bed is soiled you must change all of the bedding
- 4.) Make the bed as a team
- 5.) Pull the fitted sheet tight and straighten the flat sheet out all the way to the headboard
- 6.) Straighten the blanket and place the top sheet over the blanket and even with the flat sheet.
- 7.) Fold the top of the flat sheet and top sheet over the blanket edge. Tuck in sheets all around the bed with hospital corners at the foot of the bed
- 8.) Re-tuck pillow cases on the pillows (all pillows should have a pillow protector over pillow), place the pillows angled with the headboard.

➤ **Checkout Bunk Bed**

- 1.) Make bed as a team
- 2.) Start with making the top bunk. Due to the risk of injury, the top mattress must be brought down to the lower bed to be made (1-pillow on twin top bunk). After completely making the upper bunk mattress, return it to the top bunk
- 3.) Then proceed to make the bottom bunk as directed in above under Checkout Bed (Example H)

*Example H*



➤ **Stayover Bunkbed**

- 1.) PUT ON GLOVES.
- 2.) If there are too many personal items from the guest left on the bed, do not move those items and do not make the bed
- 3.) If the bed is soiled you must change all of the bedding
- 4.) Make bed as a team
- 5.) Start with making the top bunk. Due to the risk of injury, the top mattress must be brought down to the lower bed to be made. After completely making the upper bunk mattress, return it to the top bunk
- 6.) Pull the fitted sheet tight and straighten the flat sheet out all the way to the headboard.
- 7.) Straighten the blanket and place the top sheet over the blanket and even with the flat sheet.
- 8.) Fold the top of the flat sheet and top sheet over the blanket edge. Tuck in sheets all around the bed with hospital corners at the foot of the bed.
- 9.) Re-tuck pillow cases on the pillows (all pillows should have a pillow protector over pillow), place the pillows angled with the headboard.

➤ **Checkout Murphy Bed**

- 1.) Inspect all of the bedding while making the bed for stains, tears, hairs, etc...Replace those items with clean items and place the dirty into a grey housekeeping bin with the dirty laundry. Take special care in watching for pillows that were left behind by the guest (the pillowcase must remain on and left for Inspector to tag)
- 2.) Make the beds as a team
- 3.) All Murphy beds must have a mattress pad, fitted sheet, flat sheet and blanket
- 4.) Make the Murphy bed the same as described above with the fitted sheet, flat sheet and blanket. Being sure that everything is tucked in all the way around the bed so nothing will get caught when the bed is folded up
- 5.) Put clean pillow cases on the pillows (all pillows should have a pillow protector over pillow), place the pillows neatly on the shelf in the master bedroom closet

➤ **Stayover Murphy Bed**

- 1.) PUT ON GLOVES.
- 2.) If there are too many personal items from the guest left on the bed, do not move those items and do not make the bed. Make note of this on your housekeeping board
- 3.) If the bed is soiled you must change all of the bedding
- 4.) Make the bed as a team
- 5.) Pull the fitted sheet tight and straighten the flat sheet out all the way to the headboard
- 6.) Straighten the blanket as described above and fold the flat sheet over the blanket
- 7.) Place pillows neatly on bed if the unit was left down or put pillows back in the closet in the master bedroom



➤ **Checkout Master Unit Guest Bathroom**

1. PUT ON GLOVES.
2. Start by spraying down the mirror with multisurface cleaner. Then spray the sink, faucet, drain, countertop, backsplash and entire toilet with bathroom cleaner.
3. After spraying bathroom area- remove gloves and make beds with your partner.
4. PUT ON GLOVES and return to bathroom.
5. Take care when working in the bathroom area, as the floor may get slippery when wet
6. Using a clean green rag, wipe down the mirror using a circular motion. Be sure that there are no spots or streaks left on the mirror
7. Proceed with a new blue rag to clean the sink, faucet, drain, countertop and backsplash. Scrub wherever is needed and wipe dry with the rag that was used to clean the mirror. Check the edge of the counter and watch for any residue left from soap or hair spray. Make sure that the faucet and drain are shiny and clean. The faucet handle should be pointing straight forward and the drain should be left in the open position
8. Wipe off the top of the hairdryer and be sure that there is not any splatter on the walls or anywhere from toothpaste
9. Clean under the vanity with bathroom cleaner, wiping of the vanity doors also
10. If the chemicals for the toilet have dried, re-spray before starting to clean the toilet. Using a toilet brush clean under the rim and the bowl. Flush the toilet two (2) times if necessary to ensure that all of the cleaner has been removed. Clean the entire toilet with clean blue rag, including the seat (top & bottom), handle, lid, tank and bowl. Clean the seat hinges and the caps at the bottom of the toilet. Leave the toilet seat up for inspector. If the toilet seat is loose, inform your room Inspector and they will notify Maintenance. Double check to be sure that all dirt and hairs have been washed away
11. Finally, sweep the entire bathroom floor, sweeping any hair or dirt out onto the carpet and vacuumed later. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt is present on the bathroom floor. All mopping will be completed prior to exiting the unit (Example W).

*Example W*



12. Wipe down the garbage can inside and out. Put a new garbage can liner in the can

➤ **Stayover Master Unit Guest Bathroom**

1. PUT ON GLOVES.
2. If there are too many personal items from the guest left on the vanity area, only clean what is necessary and do not touch any of the guest personal items. Use care when spraying the chemicals not to get any on the guest items
3. If the mirror is dirty or wet, wipe the mirror with a clean green rag and multisurface cleaner if necessary.
4. Clean the vanity sink and counter as describe above if possible
5. Wipe the shower curtain dry with a clean blue rag. Wipe the shower/bathtub dry, making sure that the shower head, faucet and drain are shiny
6. Wipe down the toilet and clean if necessary with bathroom cleaner.
7. Take all dirty towels and replace them with clean towels. Leave extra toilet paper if needed
8. Empty trash and replace with a new liner. Wipe down if necessary
9. Sweep and mop the entire bathroom floor, any hair or dirt can be swept out on the carpet and vacuumed later. Make sure that you clean well behind the toilet and door. Check to make sure that the walls are clean. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt is present on the bathroom floor.

➤ **Master Unit Guest Bathroom Stocking**

- 1.) Hanging and neatly arranged 2-hand towel and 2- makeup washcloth. Place 2- extra hand towels neatly under the vanity
- 2.) Folded neatly on counter arrange 1-washcloth, 1-logo bar soap and 2-logo lotions logo always facing up and forward
- 3.) 1-extra roll of toilet paper placed neatly on the back of the toilet
- 4.) Box of Kleenex setting neatly on counter with 1 extra box under the vanity

➤ **Checkout Master Bathroom**

1. PUT ON GLOVES.
2. Start by spraying down the mirror with multisurface cleaner. Then spray the sink, faucet, drain, countertop, backsplash and entire toilet with bathroom cleaner.
3. After spraying bathroom area- remove gloves and make beds with your partner.
4. PUT ON GLOVES and return to bathroom.
5. Take care when working in the bathroom area, as the floor may get slippery when wet
6. Using a clean green rag, wipe down the mirror using a circular motion. Be sure that there are no spots or streaks left on the mirror
7. Proceed with a new blue rag to clean the sink, faucet, drain, countertop and backsplash. Scrub wherever is needed and wipe dry with the rag that was used to clean the mirror. Check the edge of the counter and watch for any residue left from soap or hair spray. Make sure that the faucet and drain are shiny and clean. The faucet handle should be pointing straight forward and the drain should be left in the open position
8. Wipe off the top of the hairdryer and be sure that there is not any splatter on the walls or anywhere from toothpaste
9. Clean under the vanity with bathroom cleaner, wiping of the vanity doors also
10. If the chemicals for the toilet have dried re-spray before starting to clean the toilet. Also, spray down the entire tub/shower including the shower head and tub faucet with bathroom cleaner, allowing the chemical to work while the toilet is being cleaned.
  - a.) Using a toilet brush clean under the rim and the bowl. Flush the toilet two (2) times if necessary to ensure that all of the cleaning product has been removed.
  - b.) Clean the entire toilet with clean blue rag, including the seat (top & bottom), handle, lid, tank and bowl.
  - c.) Clean the seat hinges and the caps at the bottom of the toilet. Leave the toilet seat up for inspector. If the toilet seat is loose, inform your room Inspector and they will notify Maintenance. Double check to be sure that all dirt and hairs have been washed away
11. Dry the shower curtain with a clean blue rag. If the shower curtain or liner has mold or mildew, replace it with a new shower curtain or liner
12. Take care when working in the bathroom area, as the floor and tub may get slippery if wet. If you need to stand in the tub to clean, put down rags to stand on
13. Wipe down dry the shower/bathtub from top to bottom using clean blue rags.
  - a.) Wipe down the walls, all the way to the top edge and down to the bottom edge. Be sure that there are no spots anywhere. Use your fingers to feel the ledges for soap residue that is sometimes difficult to see. The Magic Eraser works well for removing soap residue.
  - b.) Wipe down the shower head, faucet, drain, curtain rod and clothesline container. Make sure that all of the chrome is shining.
  - c.) Remember to clean the front of the tub.\
  - d.) If there is any mold on the tile notify your Inspector so that it may be treated and cleaned with bleach
  - e.) Be certain that there is **ABSOLUTELY NO HAIR** or dirt left in the bathtub!!

14. Finally, sweep the entire bathroom floor, sweeping any hair or dirt out onto the carpet and vacuumed later. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt is present on the bathroom floor.
15. Wipe down the garbage can inside and out. Put a new garbage can liner in the can

➤ **Stayover Master Bathroom**

1. PUT ON GLOVES.
2. If there are too many personal items from the guest left on the vanity area, only clean what is necessary and do not touch any of the guest personal items. Use care when spraying the chemicals not to get any on the guest items
3. If the mirror is dirty or wet, wipe the mirror with a clean blue rag and multisurface cleaner if necessary
4. Clean the vanity sink and counter as describe above if possible
5. Wipe the shower curtain dry with a clean blue rag. Wipe the shower/bathtub dry, making sure that the shower head, faucet and drain are shiny
6. Wipe down the toilet and clean if necessary with bathroom cleaner.
7. Take all dirty towels and replace them with clean towels. Leave extra toilet paper if needed
8. Sweep and mop the entire bathroom floor, any hair or dirt can be swept out on the carpet and vacuumed later. Make sure that you clean well behind the toilet and door. Check to make sure that the walls are clean. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt is present on the bathroom floor. Do not touch or move guest personal items
9. Wipe the shower curtain dry with a clean blue rag. Wipe the shower/bathtub dry, making sure that the shower head, faucet and drain are shiny
10. Wipe down the toilet and clean if necessary with bathroom cleaner.
11. Take all dirty towels and replace them with clean towels. Leave extra toilet paper if needed
12. Empty the trash and replace with a new liner. Wipe clean if necessary
13. Sweep and mop the entire bathroom floor. Make sure that you sweep well behind the toilet and door. Any hair or dirt can be brushed out on the carpet and vacuumed later. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt is present on the bathroom floor.

➤ **Master Bathroom Stocking**

- 1.) Hanging and neatly arranged 2-hand towel, 2-washcloth and 1-makeup washcloth.
- 2.) On counter arrange 2-bar soap 1-shampoo and 2-lotions logo always facing up and forward, double for a double vanity (Example Z)
- 3.) 1 roll of toilet paper under the vanity
- 4.) 1-extra roll of toilet paper placed neatly on the back of the toilet
- 5.) 4 – Bath towels folded neatly in two stacks of 2 on the top of the towel rack along with 2-washcloth neatly folded with 2-hand towel (Example X)
- 6.) Neatly fold 1 – bathmat and arrange on the edge of the bath tub with 1-logo bar soap and 2-logo shampoo, logo always facing up and forward (Example Y)

*Example X*



*Example Y*



*Example Z*



➤ **Checkout & Stayover Handicap Master Bathroom Cleaning**

Handicap bathroom is to be cleaned the same as the bathroom cleaning listed above. These bathrooms have an extra vanity in the bathroom. Take extra care in wiping down all of the safety handles. Be sure to clean and dry the handicap shower seat

➤ **Stocking Handicap Master Bathroom**

- 1.) Hanging and neatly arranged on the bathroom towel rack 2-hand towel, 2-washcloth and 1-makeup washcloth
- 2.) On counter arrange 1-logo bar soap and 2-logo lotions logo always facing up and forward
- 3.) 4 – Bath towels folded neatly in two stacks of 2 on top of the towel rack along with 2 – wash clothes neatly folded with the towels and 1 – wash cloth setting on top of a stock of towels
- 4.) Neatly fold 1 – bathmat and arrange on the handicap shower chair with 1-logo bar soap and 2-logo shampoo, logo always facing up and forward
- 5.) 1 – roll of toilet paper on the roll and 1 – extra roll placed neatly on top the back of the toilet

- **Kitchen Cleaning Procedures**

- **Checkout Kitchen**

1. PUT ON GLOVES.
2. Upon entering the unit, check for any dirty dishes and start the dishwasher if needed
3. Clean the refrigerator with multisurface cleaner, a clean blue rag and use the Magic Eraser to remove any difficult marks or stains
  - a.) Open door and remove any items that have been left behind in the refrigerator and freezer
  - b.) Clean the entire inside, the walls, bottom, racks, sliding drawer, etc... Wipe down the door, the rubber seal around the door, front, top and sides of the refrigerator
4. Empty coffee maker, removing any used coffee grounds. Clean coffee maker with multisurface cleaner and a Magic Eraser to remove marks when necessary.
  - a.) Clean the top, side and inside water reservoir. No water can be left in
  - b.) Clean the coffee pot and lid using a coffee brush to scrub the stains away and dry with a clean blue rag.
  - c.) Inspect the coffee pot for chips or cracks and replace when necessary. Be sure that the water reservoir hasn't any mold in it
5. Clean and unplug toaster. Emptying out any and all crumbs. Pull out crumb trays and clean, leave out on top of toaster. Wipe the toaster clean with a blue rag sprayed with multisurface cleaner and shine
6. Wipe down all cupboards inside, out, upper and lower. Including, the shelves and doors. Any dirty dishes that you discover must be washed
7. Clean the microwave with multisurface cleaner, a clean blue rag and use the Magic Eraser to remove any difficult marks or stains
  - f.) Open the door and remove any food items that may have been left behind by the guest
  - g.) Wipe out the inside of the microwave from top to bottom, especially the glass plate and under the glass plate
  - h.) Clean the door inside and out. Wipe down the outside of the microwave top, bottom and sides
  - i.) When complete leave microwave door open for easy inspection by Inspector
  - j.) Take special care to wipe the hood/vent unit under the microwave, removing any grease or food splatter that may be under the microwave hood/vent
8. Clean the stove with multisurface cleaner a clean blue rag and use the Magic Eraser to remove any difficult marks or stains. Do not spray the cleaner directly on any of the heating elements on the stove
  - a.) Wipe down the top of the stove and under burners (use caution with the burners not to break any of the prongs and to ensure that they are plugged in properly). The burner trays may be washed, but **DO NOT** put the burners in the dishwasher or submerge in water
  - b.) Wipe the back of the stove and knobs being sure to remove all food residue

- c.) Clean the inside of the stove and lay down a new piece of aluminum foil under the heating element
- d.) Wipe down the front of the stove, handle and oven drawer
- 9. Spray the sink, faucet, drain and countertop with multisurface cleaner.
  - a.) With a clean blue rag wipe down and scrub if necessary sink, faucet, drain and countertop
  - b.) Leave the faucet and drain shiny and clean
  - c.) Check the dish rack in the cupboard under the sink and clean if needed
- 10. Empty (be sure that all dishes are clean before putting them away) and wipe down the front, top and edges of the dishwasher. Check dishwasher lower rack to be sure that all wheels are on, if any are off, put them back on
- 11. Clean the entire counter and edges making sure that there is nothing sticky or any residue left on the counter
- 12. Empty the trash and replace with a new liner. Wipe clean if necessary
- 13. Sweep the floor, pulling out the refrigerator cleaning the tile under, around and behind the refrigerator. Sweep any dirt or debris on to the carpet so it may be vacuumed later. Mop the floor prior to exiting room.
- 14. Open all cupboard doors, drawers, microwave, etc.... for easy inspection by the Inspector (Example N)

*Example AA*



➤ **Stayover Kitchen**

- 1.) PUT ON GLOVES.
- 2.) If there are too many personal items from the guest left in the kitchen area only clean what is necessary and do not touch any of the guests personal items
- 3.) Do not clean the following unless requested to do so by the guest
  - a.) Do not empty the ice bucket
  - b.) Do not clean or touch the microwave
  - c.) Do not clean or touch the refrigerator
  - d.) Do not clean or open any of the cupboards
  - e.) Do not touch the dishwasher
- 4.) Clean and empty coffee maker as described above unless requested not to do so by the guest
- 5.) Clean the top of the stove but do not clean the oven or the oven drawer
- 6.) Clean the kitchen sink and counter as described above if possible
- 7.) Empty the trash and put in a new garbage can liner.

➤ **Kitchen Stocking**

- 1.) Arrange neatly in the ice bucket the following items
  - g.) 2 – regular coffee
  - h.) 2 – decaf coffee
  - i.) 6 – max pax coffee kits
- 2.) Ice bucket w/ new liner
- 3.) Hang 2 – dish towels on the oven door handle
- 4.) Neatly arrange 2 – pot holders and 2 – dish clothes on the counter next to the stove on top of the cutting board
- 5.) Neatly placed under kitchen sink
  - a.) 1 – box Cascade dishwasher soap
  - b.) 1 – Joy dish soap
  - c.) 1 – SOS pad

• **General Room Cleaning Procedures**

➤ **Checkout Breakfast Bar, Stools, Dining Table & Chairs**

- 1.) Spray the bar, stools, table and chairs with multisurface cleaner.
- 2.) Use a clean blue rag wipe down the bar top, edges and front
- 3.) Wipe down the phone
- 4.) Wipe down the stools and chairs the seat, back and legs
- 5.) Clean the table top, edges, under and base
- 6.) Check with your fingers to be sure that there isn't any sticky residue left on and of the surfaces

➤ **Stayover Breakfast Bar, Stool, Dining Table & Chairs**

- 1.) PUT ON GLOVES.
- 2.) When cleaning be sure not to spray any chemicals over or on the guest personal items. If necessary spray the chemical directly on the blue rag and clean. Do not touch or move any of the guest personal items. Clean around their items the best possible. Follow the cleaning listed above

➤ **Checkout Iron & Ironing Board**

- 1.) Empty any water that is in the iron and wipe down with a multisurface cleaner on a blue rag
- 2.) Place the iron on top of the ironing board organizer and wrap the iron cord neatly – placing it in the organizers pocket under the iron. Do not wrap the cord around the iron
- 3.) Inspect the ironing board and clean if needed. Replace the ironing board cover whenever necessary
- 4.) Hang the ironing board in a folded position on to the ironing board organizer



➤ **Stayover Iron & Ironing Board**

Do not clean or touch the iron, ironing board or clothes hangers unless instructed to do so by the guest

➤ **Checkout General Room Dusting and Cleaning**

1. Dusting/Cleaning must always be done from top of the room to the bottom of the room and from the top of the furniture to the bottom of the furniture
2. Use multi surface cleaner when dusting/cleaning all mirrors and glass. Multisurface cleaner is used when dusting/cleaning all other areas of the room
3. Dust all of the artwork, pictures and mirrors. All pictures and mirrors must be spot and streak free
4. Television screens should be cleaned with a dry blue rags. Do not spray anything directly onto the television and do not use any chemicals. Wipe off front, top, sides and underneath the television
5. Dust all of the furniture in the unit including: coffee table, end table, night stands, headboards, lamps and any other furniture in the room. Open all drawers and wipe out the inside of the drawers. Use your fingers to feel the surfaces that you are cleaning to be sure that there isn't any sticky residue left on the surface. Be sure to clean from top to bottom, the underside of the tables, the legs of chairs, etc... Make sure that the lampshades are straightened and the seams are facing the wall
6. Any furniture that is moved or out of place must be moved back to its correct location
7. Clean the TV remotes, telephone and receiver
8. Clean using a blue rag sprayed with multisurface cleaner on air conditioning vent and door. Wipe down top, bottom and sides. Check filter, vacuum if necessary
9. Look around the room for any cobwebs or high dusting that may need to be taken care of and clean if necessary
10. Inform your Inspector of any loose, wobbly or broken furniture that may need repair

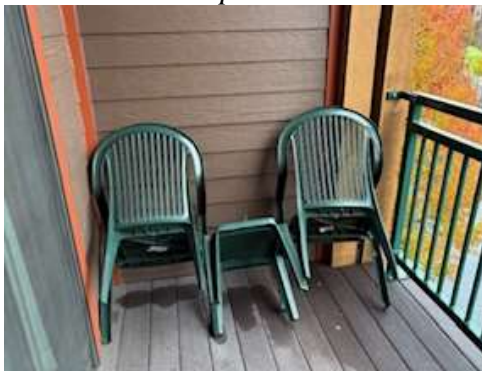
➤ **Stayover General Room Dusting and Cleaning**

- 1.) Be sure not to spray any chemicals over or on the guest personal items. If necessary spray the chemical directly on the blue rag and clean. Do not touch or move any of the guest personal items. Clean around their items the best possible
- 2.) Dust all of the artwork, pictures and mirrors. All pictures and mirrors must be spot and streak free
- 3.) Television screens should be cleaned with dry blue rags. Do not spray anything directly onto the television and do not use any chemicals. Wipe off front, top, sides and underneath the television
- 4.) If possible, dust all of the furniture in the room including: coffee table, end tables, night stand, headboards, lamps and any other furniture in the unit. Use your fingers to feel the surfaces that you are cleaning to be sure that there isn't any sticky residue left on the surface. Be sure to clean from top to bottom, the underside of the tables, the legs of chairs, etc... Make sure that the lampshades are straightened and the seams are facing the wall
- 5.) Clean the TV remotes, telephone and receiver
- 6.) Clean the AC unit using a blue rag sprayed with multisurface cleaner Wipe down top, bottom and side

➤ **Checkout Balcony/Patio (all patio doors should be locked)**

- 1.) Clean both sides of the balcony glass door inside and out using multisurface cleaner. Be sure that there are not spots or streaks
- 2.) Check and clean the balcony door tracks if necessary and inform your Inspector of any maintenance issues with the balcony door or screen
- 3.) Pick up all garbage and debris and cigarette butts on the patio. Bring in any dishes that may have been left on the patio area
- 4.) Close and lock both the screen and patio door. All first floor rooms must have the patio door dowel rod placed on the patio door track
- 5.) Neatly arrange Balcony/Patio furniture (Example AA)

*Example AA*



➤ **Stayover Balcony/Patio**

- 1.) Do not clean the balcony/patio unless instructed to do so by the guest

➤ **Checkout Vacuuming**

1. Spray air freshener on carpet prior to vacuuming.
2. Start by vacuuming by the patio door area in the master bedroom and work your way back out of the room. Next vacuum the living room, dining room, bunk room and work your way out of the unit. Vacuum the hallway room entry area if necessary
3. Using the vacuum and the hose, check and vacuum behind all dressers, tables, nightstand, sofa sleeper, lamps, chairs, behind the room divider and behind the patio curtain. Move any items that are moveable and vacuum under them
4. Vacuum behind the couch. Lift up the cushions on the couch and vacuum under them. Stack the cushions to one side of the couch or flip them up for easy inspection by the Inspector (Example BB)
5. Vacuum the 2 chairs by lifting up the cushions and leaving them setting up right for the Inspector (Example CC)

*Example BB*



*Example CC*



6. Vacuum under and around all of the beds. You will need to get down on your knees to do this properly and look under the beds to insure that it is clean
7. Vacuum the closet in the master bedroom
8. **DO NOT attempt to vacuum up large items. You will need to pick up those items by hand, such as: bottle caps, pens, coins, socks, max pax wrappers, etc.**
9. If there is dirt left behind on the floor that the vacuum will not pick up, such as food, this will need to get scrapped off of the carpet and cleaned. Leave no crumbs or food on the floor
10. If there are issues such as spots, stains, vomit etc. the carpet will need to be cleaned.
11. Wrap your vacuum cord each time you have finished vacuuming
12. **Never** yank the cord to unplug the vacuum, always hold the plug and pull from the outlet.

➤ **Stayover Vacuuming**

- 1.) Do not vacuum **ONLY** if instructed not to by guest
- 2.) Take care when vacuuming around guest personal items. Avoid touching any personal items
- 3.) If there is dirt left behind on the floor that the vacuum will not pick up, such as food, this will need to get scrapped off of the carpet and cleaned. Leave no crumbs or food on the floor

*Note: Before leaving the room, stand back and make sure everything looks clean and neat. Look at the room as a guest would see the room and if you see anything out of place or wrong, go back and fix it.*

➤ **General Room Stocking, Item Location & Prep**

- 1.) Check the entry door inside for the following items:
  - a.) Fire escape/state statute/room rate sheet
- 2.) Bunk room
  - a.) 6 – hangers on coat rack
  - b.) Luggage rack under coat rack
  - c.) Telephone with extension sheet and plastic cover on end stand next to lower bunk bed
  - d.) 2 – Extra pillows with clean pillow cases
- 3.) Entryway coat rack 1 bedroom master unit
  - a.) 6 – Hangers
  - b.) 2 – Extra pillows with clean pillow cases
  - c.) Laundry bag hanging neatly on coat rack
- 4.) Breakfast bar counter
  - a.) Telephone with extension sheet and plastic cover on it
- 5.) Setting on the nightstand in the master bedroom
  - b.) Telephone with extension sheet and plastic cover on it
- 6.) Inside the nightstand drawer should be the following items:
  - b.) Bible

*Note: Bible/all literature must be in good condition or needs to be replaced*
- 7.) Closet in master bedroom
  - a.) Iron & ironing board
  - b.) 2 – Pillows for the Murphy bed with clean pillow cases
  - c.) 6 – Hangers
  - d.) Laundry bag hanging neatly on rack

- 8.) Armoire in 1 bedroom master bedroom
  - a.) 2 – Pillows for the Murphy bed with clean pillow cases
  - b.) 6 – Hangers
  - c.) Next to Armoire hanging on the wall, Iron & ironing board
  - d.) No Smoking sign on top(clean)
- 9.) Finally, the last person that is in the room is the person who vacuums. This person must prep the room for the Inspector by doing the following:
  - a.) Open drawers on all nightstand
  - b.) Open dresser drawers
  - c.) Open end table drawer
  - d.) Open all drawers on TV Armoire
  - e.) Be sure microwave door is open and disassembled
  - f.) Leave lights on in unit
  - g.) Shut door securely

# MASTER UNIT

## TEAM JOB BREAKDOWN

- Teams of two (2) should use the following as a room breakdown guide  
*Housekeepers can alternate job duties in each room*

### **One Bedroom Master Unit:**

Employee **A** would do the following cleaning:

- 1.) Strip unit
- 2.) Assist in making beds
- 3.) Clean & stock guest bathroom
- 4.) Clean & stock kitchen
- 5.) Mop

Employee **B** would do the following cleaning:

- 1.) Assist in stripping unit
- 2.) Assist in making beds
- 3.) Clean & stock master bathroom
- 4.) Dust
- 5.) Vacuum

### **Two Bedroom Master Unit:**

Employee **A** would do the following cleaning:

- 1.) Strip unit
- 2.) Assist in making beds
- 3.) Clean & stock guest bathroom
- 4.) Clean & stock kitchen
- 5.) Mop

Employee **B** would do the following cleaning:

- 1.) Assist in stripping unit
- 2.) Assist in making beds
- 3.) Clean & stock master bathroom
- 4.) Dusting
- 5.) Vacuum

- Teams of three (3) should use the following as a unit breakdown guide  
*Housekeepers can alternate job duties in each unit*

**One Bedroom Master Unit:**

Employee **A** would do the following cleaning:

- 1.) Strip unit
- 2.) Clean & stock kitchen
- 3.) Dust

Employee **B** would do the following cleaning:

- 1.) Assist in stripping unit
- 2.) Assist in making beds
- 3.) Clean & stock master bathroom
- 4.) Mop

Employee **C** would do the following cleaning:

- 1.) Prep unit
- 2.) Assist in making beds
- 3.) Clean & stock guest bathroom
- 4.) Vacuum

**Two Bedroom Master Unit:**

Employee **A** would do the following cleaning:

- 1.) Strip unit
- 2.) Clean & stock kitchen
- 3.) Dust

Employee **B** would do the following cleaning:

- 1.) Assist in stripping unit
- 2.) Assist in making beds
- 3.) Clean & stock master bathroom
- 4.) Mop

Employee **C** would do the following cleaning:

- 1.) Prep room
- 2.) Assist in making beds
- 3.) Clean & stock guest bathroom
- 4.) Vacuum

# **BED BUG POLICY**

## **Awareness Training:**

- All Wilderness Territory Housekeepers, Inspectors and Supervisors should be trained in the signs of bed bugs / what to look for:
  - Fecal stains
  - Eggs
  - Shed skins
  - Bed bug carcasses
  - Nymphs
  - Immature and adult bugs

## **Inspection:**

- Beds inspected on a regular basis by BB Crew Inspectors
  - Mattress seams, along all ribbings and under tags
  - Boxspring (inside and outside) within frame and in fabric covering frame
  - Headboard, furniture and fixtures
- All complaints will be inspected by BB Crew Inspectors and/or Housekeeping Management
  - All complaints will be logged and tracked accordingly
- If nothing is found, inspections will continue with a minimum of 6 follow up inspections and log will be updated
- If found, room will be both chemically treated and heat-treated. Following treatment, room will receive follow up inspections a minimum of 12 times and log will be updated

## **Treatment:**

- Thermal Remediation
  - Unit locked down and heat-treated
  - Final inspection will be performed by BB Crew Inspectors and/or Housekeeping Management
- Housekeeping will put in all new bedding, clean room and put back into service



# **BED BUG AWARENESS TRAINING**

**All Wilderness Territory Housekeepers, Inspectors, Supervisors and Managers should know the signs of bed bugs and what to look for.**

**Fecal stains:** Dark, ink-like liquid expelled from the bed bug a few hours after feeding. Due to the amount of blood that the bed bug is able to consume, these fecal stains may be the most prevalent sign of bed bugs to observe.



Bed bug infested mattress (courtesy of Dr. Mike Potter, University of Kentucky)

**Eggs:** Bed bug eggs are tiny, about one millimeter long, shiny, translucent and a milky white color. The eggs are cylindrical-shaped, rounded at one end with a round, flat hatch shape at the opposite end. Female bed bugs glue their eggs in hidden areas. This makes them difficult to find and remove completely, even when using a vacuum. Hatched bed bug eggs appear hollow and may have their “hatch top” opened and attached or missing. Eggs hatch in about three to five days of being laid.



Bed bug life cycle: egg, nymph, and adult (courtesy of Dr. Mike Potter, University of Kentucky)



**Nymphs:** Newly hatched bed bugs measure about one millimeter long, shiny, translucent and a milky white color.

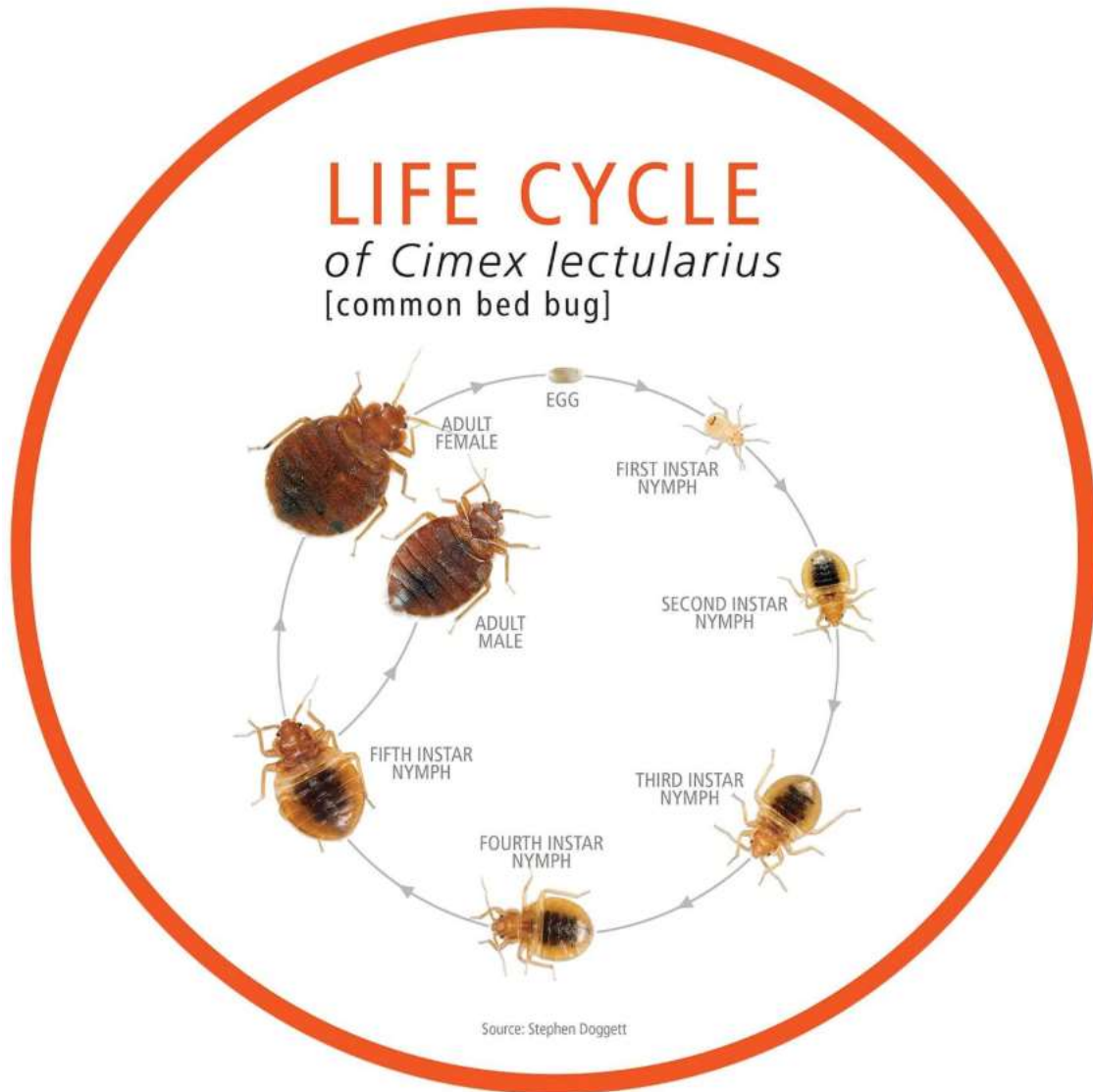
**Immature Bed Bugs:** Prior to eating, translucent and milky white in color.

**Mature Bed Bugs:** About the same size as one stitch of sewn mattress fabric,  $\frac{1}{4}$  of an inch long by about  $\frac{3}{16}$  inch wide. Bed bugs are built rather thin and can be thinner than the thickness of a normal business card. Dark rusty red in color, lighter if they haven't fed.



**Shed Skin:** Bed bugs shed their skin or molt to grow to the next stage of development. Bed bugs go through five stages of development before they become an adult.





Report any sighting of bed bugs or bed bug evidence to your housekeeping management team. If you find a live specimen, please capture and secure in a plastic cup. Your management team will appreciate your contribution as you will assist in preventing a major guest event that will result in lost compensation. You will be rewarded for your attention and efforts.