



## **LODGE HOUSEKEEPING VILLA, LODGE ROOM ATTENDANT TRAINING MANUAL**

Welcome to the Lodge Housekeeping Department. Our goal at the Lodge Housekeeping Department is to provide the best guest experience possible. As an employee of the Lodge Housekeeping Department, 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.

Wilderness Resort is Family Oriented 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 the Lodge Housekeeping Department.

# ***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 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. 4535, 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 Lodge Housekeeping 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

# 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 DWEIL TIME IS REQUIRED, APPLIED FROM MOP/FLAT MOP.

# LODGE HOUSEKEEPING TIME-LINE

- Housekeeper's start work **PROMPTLY** at 9:30 a.m.
  - 9:30 a.m. to 10:00 a.m., Housekeepers will do the following:
    - Brief Pre-Shift meeting with Housekeeping Managers or Supervisors
    - The team leader will take his/her assigned board, keys and gather their co-workers together. The team will then collect their necessary supplies for the day and begin stocking their assigned vehicle. **ALL** members of the team should help with the vehicle stocking
    - Sign out assigned vacuum, keys.
- 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 loading van with appropriate supplies. While doing this task Housekeepers should keep the storage area and van clean/organize, breaking down any empty boxes and taking out any garbage or linens.



### **Vehicle Stocking:**

1. 1 - 4 bags of cleaning rags (blue- surface, green- glass)
2. Flat mop/mop handle, mop bucket
3. Toilet paper, Facial Tissue
4. SOS pads & Aluminum foil
5. Cascade dishwasher detergent
6. 2 – 3 flat mops/handles, 2-3 mop buckets
7. 2 – brooms and 2– dust pans
8. Total number of bathroom bags and kitchen bags needed for the number of units to be cleaned
9. 1 – 2 extra sets of sheets (sofa, queen, king) and pillowcases  
**(Amenity caddy items) 1 per team**
10. Regular coffee, decaf. coffee and max pax, liquid dish soap
11. Coffee brush  
**(Chemical Caddy items) 3 caddies per team**
12. Small garbage bag liners and medium garbage bag liners
13. Toilet brush
14. Magic erasers
15. Ecolab chemicals (Multi-surface, Bathroom, Air Freshener)

### **Housekeeping Vehicle Rules:**

1. **Only approved licensed drivers can drive housekeeping vehicles.**
2. All vehicles should be kept clean, supplies should be kept in neat and in place
3. All doors on vehicle must be closed while moving
4. All housekeepers riding in vehicle must be seated and buckled in while vehicle is moving.
5. Driver must follow all posted speed limit signs, drive safely and responsibly.
6. Dashboard of vehicle must remain clear at all times.
7. Never leave the housekeeping master key in vehicle.
8. Vehicle should be turned off with keys in the possession of the driver while unit is being cleaned and no employees present.
9. Housekeeping board should be visible and kept in vehicle.
10. **Each time that a housekeeping vehicle is backing up, there must be a non-driver housekeeper positioned behind the vehicle relaying to the driver that the vehicle can be backed up safely. The term for this individual is the spotter. Not spotting for a housekeeping vehicle is a policy violation.**
11. Absolutely **NO** smoking in the vehicles (only smoking area is by the housekeeping office)

- Upon completing the vehicle stocking, the team leader and their team will proceed to the warehouse meeting area for a pre-shift meeting with Housekeeping Manager or Supervisor
- Proceed assigned units and begin cleaning

- **10:00 a.m. until completion:**
  - Begin by cleaning any **ASAP, Owner** and **VIP** units if they are on your board and are available to clean. If these units are still occupied and have not checked out yet, clean vacant units until the **ASAP, Owner** or **VIP** unit is available. Your management team may have projects for you to work on.
  - After all **ASAP, Owner** and **VIP** units are clean, concentrate on any arrivals (**Needs**) that may be on your board and finally complete the remainder of the units
  - Check-in time is guaranteed for 4:00 p.m., therefore all your arrival (**Need**) units must be completed by 3:30 p.m. to allow inspection by your Inspector
  - After cleaning all of your assigned units, you may be asked to help clean other units as well. Proceed to help other housekeeping groups IF AND ONLY IF you were asked to do so by a Inspector, Supervisor or Manager
  - Once all of your assigned units are completed, return to the housekeeping warehouse and proceed to unload your vehicle. Everybody on your team must help put away all of the supplies and clean the vehicle. This includes putting away all clean linens, dirty linens, garbage, refilling bottles, returning cleaning supplies and refueling your housekeeping vehicle. The Leader and driver should turn in your board and keys to the housekeeping office and sign back in keys.
  - Proceed to help other groups if directed by Housekeeping Managers, Supervisors or Inspector
- **When completed, get permission from your Managers or Supervisors to punch out and go home.**

# LODGE HOUSEKEEPING CLEANING GUIDE

## FOR VILLAS, LODGES

**Before entering a guest room, you knock at least two or three times with your 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 Condo Unit**

- **Checkout Units**

- 1.) A **Checkout** unit 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 unit 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 unit 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 unit 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 unit is still a **Checkout**, proceed to clean the unit if it appears to have no personal belonging left in the unit
  - b.) If the unit is still a **Checkout** and the Guests personal belongings are still in the unit, **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 unit 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 Lodges or Villas- stayover service is not provided unless requested by guests staying at Villa or Lodge units.*

➤ **Bathroom bag consists of the following:**

- 1.) 12 – bath towels
- 2.) 4 – hand towels
- 3.) 8 – wash cloths
- 4.) 3 – bath mats
- 5.) 2 – toilet paper
- 6.) 5 – bar soap
- 7.) 4 – shampoo
- 8.) 2 – lotion

➤ **Kitchen bag consists of the following:**

- 1.) 2 – regular coffee
- 2.) 1 – decaf coffee
- 3.) 6 – max-pax coffee kits
- 4.) 1 – SOS pad
- 5.) 1 – kitchen dish rag
- 6.) 1 – kitchen towel
- 7.) 2 – pot holders
- 8.) 1 – Facial Tissue

• **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.

# VILLA I & II 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*

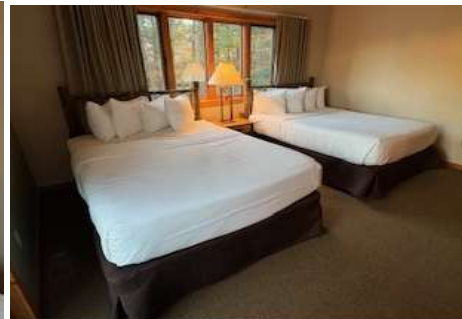


*Example F*



- 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.

➤ **Full Service 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.) All beds must have clean sheets and pillowcases put on. Be sure to check the blanket and comforter, if either are dirty replace with clean
- 4.) Make the bed as a team
- 5.) Follow the above guide lines to complete making the bed



➤ **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 L)

*Example L*



- 4.) Neatly fold the blanket and set on top shelf in the utility closet by the front 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 shelf next to the blanket and sheet set

*Note: if sofa-sleeper wasn't used, you still must check the sofa for crumbs, dirt or other debris and set cushions up*

➤ **Full Service 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 the utility closet by the front 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 shelf next to blanket and sheet set

➤ **Checkout Roll-Away**

- 1.) Inspect the blanket, pillow 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.) Place the fitted sheet on the bed with the finished seam side on top
- 4.) Lay the flat sheet evenly over the bed, all the way to the top of the mattress leaving the rest to hang evenly around the bed
- 5.) Then lay the blanket evenly over the bed up to eighteen (18) inches short from the top of the bed. Fold over the flat sheet so that the finished seam side is on top of the blanket. The flat sheet and the blanket should be tight and tucked in all around the bed with hospital corners at the foot of the bed
- 6.) Fold the bed and hook shut return to the closet in the double queen room on the second floor, place a pillow in a clean pillow case neatly on top of the roll-away

➤ **Full Service Stayover Roll-Away**

- 1.) PUT ON GLOVES.
- 2.) Inspect the blanket, pillow 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
- 3.) Follow the above guide for making the roll-away

*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*

- **Bathroom & Jacuzzi Cleaning Procedures**

- **Checkout Main Floor Bathroom**

1. PUT ON GLOVES.
2. Start by spraying down the mirror with multisurface cleaner. Then spray the sink, faucet, drain, countertop and backsplash with bathroom cleaner, also spray down the entire toilet inside the bowl and out. Allowing time for the chemicals to work
3. Take care when working in the bathroom area, as the floor may get slippery when wet
4. 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
5. 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. 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
6. Wipe off the top of the hairdryer and be sure that there is not any splatter on the walls or anywhere from toothpaste
7. Using bathroom cleaner, clean the inside of all drawers, wiping away any toothpaste, hair or other dirt that may be in the drawers. Also, clean under the vanity wiping of the vanity doors and drawer fronts
8. Before starting to clean the toilet spray down the entire shower including the shower door, head and tub faucet with bathroom cleaner. This will allow the chemicals time to work
  - 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
9. Next clean the shower
  - a.) Clean and dry the shower door inside and out, also clean the frame for the door
  - b.) Take care when working in the bathroom area, as the floor and inside of shower may get slippery when wet. If you stand in the shower to clean, put down rags to stand on
  - c.) Wipe down dry the shower 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, handle and drain. Make sure that all of the chrome is shining.

- c.) If there is any mold on the tile notify your Inspector so that it may be treated and cleaned with bleach
  - d.) Be diligent in cleaning so that there is **ABSOLUTELY NO HAIR** or dirt left in the bathtub.
10. Wipe down the garbage can inside and out. Put a new garbage can liner in the can
11. 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.
12. Place dirty cleaning rags in a clear bag, remove used gloves.

➤ **Full Service Stayover Main Floor 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 if necessary
- 4.) Clean the vanity sink and counter as describe above if possible. Do not clean or open the drawers
- 5.) Wipe down the toilet and clean if necessary with bathroom cleaner.
- 6.) Wipe the shower door clean and dry with a clean blue rag. Wipe the shower dry, making sure that the shower head, handle and drain are shiny
- 7.) Take all dirty towels and replace them with clean towels. Leave extra amenities, toilet paper and Kleenex if needed
- 8.) Empty the trash and replace with a new liner. Wipe clean if necessary
- 9.) 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!!

➤ **Lower Level Bathroom Stocking**

- 1.) Neatly arranged in cupboard under sink 6- bath towels 2-hand towel 2-washcloth and 1 makeup washcloth. Include 1 extra roll of toilet paper.(Example M)
- 2.) Folded neatly on counter arrange 1-washcloth, 1-logo bar soap 1-logo shampoo and 1-logo lotion logo always facing up and forward (Example N)

*Example M*



*Example N*



*Example O*



- 3.) 1 – roll of toilet paper on toilet paper holder and 1 - extra rolls of toilet paper placed neatly placed on the back of the toilet
- 4.) Placed neatly on the shelf in the shower 1-logo bar soap and 1-logo shampoo
- 5.) Neatly fold 1 – bathmat hanging on towel rack by shower (Example O)

➤ **Checkout Second Floor Bathroom & Jacuzzi**

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. Take care when working in the bathroom area, as the floor may get slippery when wet
4. 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
5. 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
6. Wipe off the top of the hairdryer and be sure that there is not any splatter on the walls or anywhere from toothpaste
7. Using bathroom cleaner, clean the inside of all drawers, wiping away any toothpaste, hair or other dirt that may be in the drawers. Also, clean under the vanity wiping of the vanity doors and drawer fronts
8. Clean toilet and wipe down walls if needed
  - 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
- 9. Spray down the entire shower including the shower doors, head and tub faucet with bathroom cleaner. Also, spray down the entire Jacuzzi including the jets.
  - d.) Clean and dry the shower doors inside and out, also clean the track for the doors
  - e.) Take care when working in the bathroom area, as the floor and inside of shower may get slippery when wet. If you stand in the shower to clean, put down rags to stand on
  - f.) Wipe down dry the shower from top to bottom using clean blue rags.
  - e.) 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.
  - f.) Wipe down the shower heads, handles and drain. Make sure that all of the chrome is shining.
  - g.) If there is any mold on the tile notify your Inspector so that it may be treated and cleaned with bleach
- 10. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt is present in the shower.
- 11. Take care when cleaning the Jacuzzi area, as the Jacuzzi may get slippery when wet. You will need to get in the Jacuzzi to clean it properly. Prior to getting in the Jacuzzi put down dry rags to stand on.
  - a.) Start on one end, work your way around and out using clean blue rags. Take special care in wiping out all of the jets, being sure to get rid of all soap residue. Be sure that there are no spots anywhere. Use your fingers to feel for soap residue that is sometimes difficult to see. The Magic Eraser works well for removing soap residue. Wipe down the faucet and drain making sure that all of the chrome is shining. Remember to clean the tile all around the Jacuzzi the sides and front
  - b.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
  - c.) Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi.
- 12. Wipe down the garbage can inside and out. Put a new garbage can liner in the can
- 13. Finally, sweep the entire bathroom floor getting behind the toilet and in all of the corners, sweeping any hair or dirt out onto the carpet and vacuumed later. Leave **ABSOLUTELY NO HAIR** or dirt on the bathroom floor. All mopping will be completed prior to exiting the room

➤ **Full Service Stayover Second Level Bathroom & Jacuzzi**

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. Do not clean or open the drawers
5. Wipe down the toilet and clean if necessary with bathroom cleaner.
6. Wipe the shower door clean and dry with a clean blue rag. Wipe the shower dry, making sure that the shower head, handle and drain are shiny
7. Must clean stayover Jacuzzi unless guest request that you do not clean
  - a.) Take care when cleaning the Jacuzzi area, as the Jacuzzi may get slippery when wet. You will need to get in the Jacuzzi to clean it properly. Prior to getting in the Jacuzzi put down dry rags to stand on.
  - b.) Spray down the entire Jacuzzi including the jets and faucet with bathroom cleaner.
  - c.) Start on one end, work your way around and out using clean blue rags. Take special care in wiping out all of the jets, being sure to get rid of all soap residue. Be sure that there are no spots anywhere. Use your fingers to feel for soap residue that is sometimes difficult to see. The Magic Eraser works well for removing soap residue. Wipe down the faucet and drain making sure that all of the chrome is shining. Remember to clean the tile around the Jacuzzi the sides and front
  - d.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
  - e.) Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi.
8. Take all dirty towels and replace them with clean towels. Leave extra amenities, toilet paper and Kleenex if needed
9. Empty the trash and replace with a new liner. Wipe clean if necessary
10. 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. Leave **ABSOLUTELY NO HAIR** or dirt on the bathroom floor.

➤ **Second Level Bathroom & Jacuzzi Stocking**

- 1.) Hanging and neatly arranged 2-hand towel and 1-makeup washcloth on towel rack next to vanity (Example P)
- 2.) Folded neatly on counter next to sink arrange 1-washcloth, 1-logo bar soap, 1-logo shampoo and 1-logo lotion logo always facing up and forward
- 3.) 1 – roll of toilet paper on toilet paper holder and 1 - extra roll of toilet paper placed neatly on back of toilet
- 4.) Under the sink neatly fold and place 6 – Bath towels, 2- washcloths and one roll of toilet paper (Example Q)

*Example P*



*Example Q*



*Example R*



- 5.) Neatly fold 1 – bathmat on towel bar
- 6.) Neatly arrange on edge of Jacuzzi: (Example R)
  - a.) 1 – bath mat
  - b.) 3 – bath towels
  - c.) 2 – wash cloths
  - d.) 1 – logo bar soap

➤ **Handicap Bathroom Cleaning**

- 1.) PUT ON GLOVES.
- 2.) Handicap bathroom is to be cleaned the same as the bathroom cleaning listed above. Take extra care in wiping down all of the safety handles. Be sure to clean and dry the folding handicap shower seat and place under the vanity



- **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.) Empty ice from ice maker container, clean and turn off ice maker
  - c.) 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
  - 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 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.
  - a.) Wipe the back of the stove and knobs being sure to remove all food residue
  - b.) Clean the inside of the stove and lay down a new piece of aluminum foil under the heating element
  - c.) 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 the entire floor getting rid of all dirt or debris. Mop the floor prior to exiting unit.
14. Open all cupboard doors, drawers, microwave, etc.... for easy inspection by the Inspector (Example S)

*Example S*



➤ **Full Service 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 clean or touch the microwave
  - b.) Do not clean or touch the refrigerator
  - c.) Do not clean or open any of the cupboards
  - d.) 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 small wicker basket the following items (Example T)
  - a.) 2 – regular coffee
  - b.) 2 – decaf coffee
  - c.) 6 – max pax coffee kits

*Example T*



- 2.) Neatly arrange 1 – dish towels, 2 – pot holders and 1 – dish clothes on cutting board setting next to stove on counter
- 3.) 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.) PUT ON GLOVES.
- 2.) Spray the bar, stools, table and chairs with multisurface cleaner.
- 3.) Use a clean blue rag wipe down the bar top, edges and front
- 4.) Wipe down the phone
- 5.) Wipe down the stools and chairs the seat, back and legs
- 6.) Clean the table top, edges, under and base
- 7.) Check with your fingers to be sure that there isn't any sticky residue left on and of the surfaces
- 8.) There should be 3-4 stools pushed in neatly by the breakfast bar and 4-6 chairs neatly arranged by table (Example U & V)
- 9.) Wipe down the dining area hutch shelves, drawers and door (Example W)

*Example U*



*Example V*



*Example W*



➤ **Full Service 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 Utility & Laundry Closet**

- 1.) Washer & Dryer:
  - a.) Check inside of washer, wipe away and soap residue on the inside, rim, top, sides and front
  - b.) Check inside of dryer, empty lint filter and wipe down door, sides and inside if needed
- 2.) Iron and Ironing Board:
  - a.) Empty any water that is in the iron and wipe down with a multisurface cleaner on a blue rag
  - b.) 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
  - c.) Inspect the ironing board and clean if needed. Replace the ironing board cover whenever necessary
  - d.) Hang the ironing board in a folded position on to the ironing board organizer
- 3.) Mop bucket should be clean and setting on floor in utility closet
- 4.) Mop, broom, plunger and dust pan should be clean and neatly arranged in closet (Example X)
- 5.) Sweep the best that you can around the washer/dryer unit, in the utility closet and mop

*Example X*



➤ **Full Service Stayover Utility Laundry Closet**

- 1.) Do not clean, open or touch the utility laundry closet 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 multisurface cleaner when dusting/cleaning all mirrors and glass and 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 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.) Look around the room for any cobwebs or high dusting that may need to be taken care of and clean if necessary
- 9.) Inform your Inspector of any loose, wobbly or broken furniture that may need repair

➤ **Full Service 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

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

- 1.) Clean both sides of the patio/balcony glass door inside and out using multisurface cleaner. Be sure that there are not spots or streaks
- 2.) Check and clean the patio/balcony door tracks if necessary and inform your Inspector of any maintenance issues with the patio/balcony door or screen
- 3.) Pick up all garbage and debris and cigarette butts on the patio/balcony
- 4.) Clean all balcony/patio furniture using multisurface cleaner, blue rag and Magic Eraser if necessary. Arrange the furniture neatly at a forty-five (45) degree angle on both sides of the balcony/patio with the patio table in between the chairs
- 5.) Close and lock both the screen and patio/balcony door. All first floor rooms must have the patio door dowel rod placed on the patio door track
- 6.) All patios should have two chairs and one table neatly arranged

➤ **Full Service Stayover Patio**

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

➤ **Checkout Vacuuming**

1. Spray air freshener on carpet prior to vacuuming.
2. Start by vacuuming on the second floor, by the patio door, in the master bedroom area. Move on to the hallway and into the double queen bedroom. Vacuum the stairs and continue then on the first floor living room area. Finish by vacuuming the dining room.
3. While vacuuming use the hose, check and vacuum behind all dressers, tables, nightstand, sofa sleeper, lamps, chair and behind any curtains. Move any items that are moveable and vacuum under them
4. Also, lift up the cushions on the couch and all chairs vacuuming under them. Leave the cushions flipped up for easy inspection by the Inspector (Example Y)

*Example Y*



5. 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
6. Be sure to vacuum the all closets, master bedroom and double queen
7. **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.**

8. 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
9. If there are issues such as spots, stains, vomit etc. the carpet will need to be cleaned.
10. Wrap your vacuum cord each time you have finished vacuuming
11. **Never** yank the cord to unplug the vacuum, always hold the plug and pull from the outlet.

➤ **Full Service 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.) Entryway coat closet should contain the following items:
  - a.) Mop bucket, mop, broom, dust pan and plunger
  - b.) Vacuum w/attachments (check the vacuum bag and the cord should be wrapped neatly and correctly)
  - c.) 2-pillows, blanket and sheet set for sofa-sleeper
  - d.) Iron/ironing board
- 2.) Kitchen counter
  - a.) Telephone with extension sheet and plastic cover on it
- 3.) Dining room hutch (Example Z)
  - a.) No smoking sign
  - b.) Kleenex
- 4.) Writing desk, placed in living room area (Example AA)
  - a.) One chair

*Example Z*



*Example AA*





5.) Double Queen bedroom

- a.) Roll-away in closet (Example AB)
- b.) Lamp on night stand between beds (Example AC)

*Example AB*



*Example AC*



6.) Master bedroom

- a.) Crib w/folded clean crib sheet in closet (Example AD)
- b.) Luggage rack in closet
- c.) Proper, working TV remote on night stand by bed (Example AE)
- d.) Bible in night stand drawer
- e.) No smoking sign on mantel, remote by television (Example AF)

*Example AD*



*Example AE*



*Example AF*



*Note: All guest literature must be in good condition or needs to be replaced*

7.) 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 drawers
- d.) Leave lights on in unit
- e.) Shut door securely



# VILLA I & II HOUSEKEEPING TEAM JOB BREAKDOWN

➤ **Team Leader Duties:**

- 1.) The team leader always carries their assigned unit keys
- 2.) Team leader is the only person that marks off the **Stayovers** and **Checkouts** on the housekeeping tablet and clipboard.
- 3.) The team leader directly communicates with the Inspector, Supervisor and Manager on unit conditions (cleanliness, quality and maintenance issues) as well as coworkers job performance issues via SP2
- 4.) After cleaning the unit, the team leader will walk through the entire unit using the air freshener and briefly inspect after their coworkers to ensure that all jobs have been completed properly and that all supplies have been stocked
- 5.) The team leader is ultimately responsible for the quality of cleanliness in the unit. If some parts of the unit was not cleaned properly, the group leader must send back the person or persons responsible for cleaning their assigned areas
- 6.) The team leader is the first person to arrive and the last person to leave a unit making sure that all the windows and doors are locked
- 7.) The team leader is responsible in helping and making sure that the vehicle is cleaned out entirely from any housekeeping supplies, linen and garbage at the end of the day. They are also responsible for ensuring that all windows are up on the vehicle and that it is properly locked.

➤ **Teams of three (3) should use the following as a room breakdown guide**

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

- 1.) Prep kitchen for cleaning and assist in stripping unit if not stripped
- 2.) Clean kitchen, breakfast bar and dining area
- 3.) Clean first floor bathroom
- 4.) Dust the entire first floor area
- 5.) Mop first floor bathroom, kitchen area and entry way

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

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Clean the second floor bathroom and mop
- 4.) Dust the entire second floor area

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

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Vacuum the entire second and first floors

➤ **Teams of four (4) should use the following as a room breakdown guide**

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

- 1.) Strip area if not already stripped
- 2.) Clean kitchen, breakfast bar and dining area
- 3.) Clean first floor bathroom
- 4.) Mop kitchen area, first floor bathroom and entry way

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

- 1.) Strip second floor bathroom if not stripped
- 2.) Clean second floor bathroom and mop

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

- 1.) Assist in stripping both bedrooms and living room if not stripped
- 2.) Assist in making beds
- 3.) Dust entire unit

**Employee D would do the following unit cleaning:**

- 1.) Assist in stripping both bedrooms and living room if not stripped
- 2.) Assist in making beds
- 3.) Vacuum entire unit

➤ **Teams of five (5) should use the following as a room breakdown guide**

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

- 1.) Strip area if not stripped
- 2.) Clean kitchen, breakfast bar and dining area
- 3.) Mop kitchen area and entry way

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

- 1.) Strip second floor bathroom if not stripped
- 2.) Clean second floor bathroom and mop

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

- 1.) Assist in stripping both bedrooms
- 2.) Assist in making beds
- 3.) Dust entire unit

**Employee D would do the following unit cleaning:**

- 1.) Assist in stripping both bedrooms
- 2.) Assist in making beds
- 3.) Clean first floor bathroom and mop

**Employee E would do the following unit cleaning:**

- 1.) Strip the living room area
- 2.) Vacuum entire unit

*When any member of the team has completed all of their assigned jobs, they will then proceed to help the rest of their team complete their job. TEAM WORK!!!!*

# LODGE 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.) Then lay the blanket evenly over the bed up to eighteen (18) inches short from the top of the bed. (Example D)
- 9.) 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*



- 10.) 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*



➤ **Full Service 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.) All beds must have clean sheets and pillowcases put on. Be sure to check the blanket and comforter, if either are dirty replace with clean
- 4.) Make the bed as a team
- 5.) Follow the above guide lines to complete making the bed

➤ **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 L)

*Example L*



- 4.) Neatly fold the blanket and set on top shelf in the utility closet by the front 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 shelf next to the blanket and sheet set  
*Note: if sofa-sleeper wasn't used, you still must check the sofa for crumbs, dirt or other debris and set cushions up*

➤ **Full Service 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 the utility closet by the front 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 shelf next to blanket and sheet set

➤ **Checkout Roll-Away**

- 1.) Inspect the blanket, pillow 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.) Place the fitted sheet on the bed with the finished seam side on top
- 4.) Lay the flat sheet evenly over the bed, all the way to the top of the mattress leaving the rest to hang evenly around the bed
- 5.) Then lay the blanket evenly over the bed up to eighteen (18) inches short from the top of the bed. Fold over the flat sheet so that the finished seam side is on top of the blanket. The flat sheet and the blanket should be tight and tucked in all around the bed with hospital corners at the foot of the bed
- 6.) Fold the bed and hook shut return to the closet in the double queen room on the second floor, place a pillow in a clean pillow case neatly on top of the roll-away

➤ **Full Service Stayover Roll-Away**

- 1.) PUT ON GLOVES.
- 2.) Inspect the blanket, pillow 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
- 3.) Follow the above guide for making the roll-away

*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*

- **Bathroom & Jacuzzi Cleaning Procedures**

- **Checkout Main Floor Double Queen & 2<sup>nd</sup> Floor Bathroom**

1. PUT YOUR GLOVES ON.
2. Start by spraying down the mirror with multisurface cleaner. Then spray the sink, faucet, drain, countertop and backsplash with bathroom cleaner, also spray down the entire toilet inside the bowl and out. Allowing time for the chemicals to work
3. Take care when working in the bathroom area, as the floor may get slippery when wet
4. 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
5. 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
6. Wipe off the top of the hairdryer and be sure that there is not any splatter on the walls or anywhere from toothpaste
7. Using bathroom cleaner, clean the inside of all drawers, wiping away any toothpaste, hair or other dirt that may be in the drawers. Also, clean under the vanity wiping of the vanity doors and drawer fronts
8. Before starting to clean the toilet spray down the entire tub/shower enclosure including the shower door, head and tub faucet with bathroom cleaner. This will allow the chemicals time to work
  - 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
9. Next clean the tub/shower
  - a.) Clean and dry the tub/shower door inside and out, also clean the track for the door
  - b.) Take care when working in the bathroom area, as the floor and inside of tub/shower may get slippery when wet. If you stand in the tub/shower to clean, put down rags to stand on
  - c.) Wipe down dry the tub/shower from top to bottom using clean blue rags.
  - d.) 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.



- e.) Wipe down the shower head, handle and drain. Make sure that all of the chrome is shining. Wipe down the front of the tub as well
  - f.) If there is any mold in the shower notify your Inspector so that it may be treated and cleaned with bleach
  - g.) Be positive that there is **ABSOLUTELY NO HAIR** or dirt left in the shower!!
10. Wipe down the garbage can inside and out. Put a new garbage can liner in the can
  11. Finally, sweep the entire bathroom floor, getting behind the toilet and in all of the corners. 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 floor mopping will be completed prior to exiting the room.
  12. Place dirty cleaning rags in clear garbage bag, remove used gloves.

➤ **Full Service Main Floor Double Queen & 2<sup>nd</sup> Floor 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. Do not clean or open the drawers
- 5.) Wipe down the toilet and clean if necessary with bathroom cleaner.
- 6.) Wipe the tub/shower door clean and dry with a clean blue rag. Wipe the tub/shower dry, making sure that the shower head, handle and drain are shiny. Wipe down the front of the tub
- 7.) Take all dirty towels and replace them with clean towels. Leave extra amenities, toilet paper and Kleenex if needed
- 8.) Empty the trash and replace with a new liner. Wipe clean if necessary
- 9.) 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.

➤ **Main Floor Double Queen & 2<sup>nd</sup> Floor Bathroom Stocking**

1. Neatly fold 1 – bathmat hanging on towel rack on the door of the tub/shower(Example M)
2. 4 – Bath towels folded neatly in two stacks of 2 on the above the toilet on the towel rack. Fold 2- washcloth on top of towels. Neatly arrange 2- hand towels and place 1-makeup washcloth over hand towels.(Example N)
3. Neatly arrange 2-washcloth, 1-logo bar soap 1-logo shampoo and 1-logo lotion logo always facing up and forward (Example O)

*Example M*



*Example N*



*Example O*



4. 1 – roll of toilet paper on toilet paper holder
5. Placed neatly on the shelf in the tub/shower 1-logo bar soap and 1-logo shampoo

➤ **Checkout Main Floor Jacuzzi Bathroom**

1. PUT ON GLOVES.
2. Start by spraying down the mirror with multisurface cleaner. Then spray the sink, faucet, drain, countertop, backsplash with bathroom cleaner.
3. Take care when working in the bathroom area, as the floor may get slippery when wet
4. Wipe off all shelves and doors for the bathroom closet
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. Using bathroom cleaner, clean the inside of all drawers, wiping away any toothpaste, hair or other dirt that may be in the drawers. Also, clean under the vanity wiping of the vanity doors and drawer fronts

9. Spray down the entire shower including the shower doors, head and tub faucet with bathroom cleaner. Also, spray down the entire Jacuzzi including the jets
  - a.) Clean and dry the shower doors inside and out, also clean the track for the doors
  - b.) Take care when working in the bathroom area, as the floor and inside of shower may get slippery when wet. If you stand in the shower to clean, put down rags to stand on
  - c.) Wipe down dry the shower from top to bottom using clean blue rags.
  - d.) 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.
  - e.) Wipe down the shower heads, handles and drain. Make sure that all of the chrome is shining.
  - f.) If there is any mold on the tile notify your Inspector so that it may be treated and cleaned with bleach
  - g.) Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt left in the shower.
10. Before starting to clean the Jacuzzi spray down the entire toilet and bowl with bathroom cleaner.
  - a.) Take care when cleaning the Jacuzzi area, as the Jacuzzi may get slippery when wet. You will need to get in the Jacuzzi to clean it properly. Prior to getting in the Jacuzzi put down dry rags to stand on.
  - b.) Start on one end, work your way around and out using clean blue rags. Take special care in wiping out all of the jets, being sure to get rid of all soap residue. Be sure that there are no spots anywhere. Use your fingers to feel for soap residue that is sometimes difficult to see. The Magic Eraser works well for removing soap residue. Wipe down the faucet and drain making sure that all of the chrome is shining. Remember to clean the tile all around the Jacuzzi the sides and front
  - c.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
  - d.) Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi.
11. Clean toilet and wipe down walls if needed
  - 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
12. Wipe down the garbage can inside and out. Put a new garbage can liner in the can
13. Finally, sweep the entire bathroom floor getting behind the toilet and in all of the corners, sweeping any hair or dirt out onto the carpet and vacuumed later. Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt on the bathroom floor. All mopping will be completed prior to exiting the room

➤ **Full Service Stayover Main Floor Jacuzzi 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. Do not clean or open the drawers
5. Wipe the shower door clean and dry with a clean blue rag. Wipe the shower dry, making sure that the shower head, handle and drain are shiny
6. Must clean stayover Jacuzzi unless guest request that you do not clean
  - a.) Take care when cleaning the Jacuzzi area, as the Jacuzzi may get slippery when wet. You will need to get in the Jacuzzi to clean it properly. Prior to getting in the Jacuzzi put down dry rags to stand on.
  - b.) Spray down the entire Jacuzzi including the jets and faucet with bathroom cleaner.
  - c.) Start on one end, work your way around and out using clean blue rags. Take special care in wiping out all of the jets, being sure to get rid of all soap residue. Be sure that there are no spots anywhere. Use your fingers to feel for soap residue that is sometimes difficult to see. The Magic Eraser works well for removing soap residue. Wipe down the faucet and drain making sure that all of the chrome is shining. Remember to clean the tile around the Jacuzzi the sides and front
  - d.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
  - e.) Be diligent in cleaning so that **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi.
7. Wipe down the toilet and clean if necessary with bathroom cleaner.
8. Take all dirty towels and replace them with clean towels. Leave extra amenities, toilet paper and Kleenex if needed
9. Empty the trash and replace with a new liner. Wipe clean if necessary
10. 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 on the bathroom floor

➤ **Main Level Bathroom & Jacuzzi Stocking**

- 1.) Hanging and neatly arranged 2-hand towel and 1-makeup washcloth on towel rack next to vanity (Example Q)
- 2.) Folded neatly on counter next to sink arrange 1-washcloth, 1-logo bar soap, 1-logo shampoo and 1-logo lotion logo always facing up and forward (Example P)
- 3.) 1 – roll of toilet paper on toilet paper holder and 1 - extra roll of toilet paper placed neatly on back of toilet
- 4.) 6 – Bath towels folded neatly in two stacks of 3 on rack above toilet

*Example P*



*Example Q*



*Example R*



- 5.) Neatly fold 1 – bathmat on shower door handle
- 6.) Neatly arrange on edge of Jacuzzi: (Example R)
  - a.) 1 – bath mat
  - b.) 3 – bath towels
  - c.) 2 – wash clothes
  - d.) 1 – logo bar soap

➤ **Handicap Bathroom Cleaning**

- 1.) PUT ON GLOVES.
- 2.) Handicap bathroom is to be cleaned the same as the bathroom cleaning listed above. Take extra care in wiping down all of the safety handles. Be sure to clean and dry the folding handicap shower seat and place under the vanity

- **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.) Empty ice from ice maker container, clean and turn off ice maker
  - c.) 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 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
  - 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 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.
  - a.) Wipe the back of the stove and knobs being sure to remove all food residue
  - b.) Clean the inside of the stove and lay down a new piece of aluminum foil under the heating element
  - c.) 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 the entire floor getting rid of all dirt or debris. Mop the floor prior to exiting unit.
14. Open all cupboard doors, drawers, microwave, etc.... for easy inspection by the Inspector (Example S)

*Example S*



➤ **Full Service 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 clean or touch the microwave
  - b.) Do not clean or touch the refrigerator
  - c.) Do not clean or open any of the cupboards
  - d.) 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 small wicker basket the following items
  - a.) 2 – regular coffee
  - b.) 2 – decaf coffee
  - c.) 6 – max pax coffee kit
- 2.) Neatly arrange 1 – dish towels, 2 – pot holders and 1 – dish clothes on cutting board setting next to stove on counter
- 3.) 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
- 7.) There should be 3-4 stools pushed in neatly by the breakfast bar and 4-6 chairs neatly arranged by table (Example U & V)

*Example U*



*Example V*



➤ **Full Service 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 Utility, Coat Closet & Laundry Closet**

- 1.) Washer & Dryer:
  - a.) Check inside of washer, wipe away any soap residue on the inside, rim, top, sides and front
  - b.) Check inside of dryer, empty lint filter and wipe down door, sides and inside if needed
- 2.) Mop bucket should be clean and setting on floor in utility closet
- 3.) Mop, broom, plunger and dust pan should be clean and neatly arranged in closet (Example X)
- 4.) Iron and Ironing Board (located in closet next to exterior door in living room area)
  - a.) Empty any water that is in the iron and wipe down with multisurface cleaner on a blue rag.
  - b.) 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
  - c.) Inspect the ironing board and clean if needed. Replace the ironing board cover whenever necessary
  - d.) Hang the ironing board in a folded position on to the ironing board organizer.
- 5.) Sweep the best that you can around the washer/dryer unit, in the utility closet, coat closet and mop

*Example X*



➤ **Full Service Stayover Utility Laundry Closet**

- 1.) Do not clean, open or touch the utility laundry closet 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 multisurface cleaner when dusting/cleaning all mirrors, glass or 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 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.) Look around the room for any cobwebs or high dusting that may need to be taken care of and clean if necessary
- 9.) Inform your Inspector of any loose, wobbly or broken furniture that may need repair

➤ **Full Service 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

➤ **Checkout Screen Patio (all patio & exterior doors should be locked)**

- 1.) Clean both sides of the patio glass door inside and out using multisurface cleaner. Be sure that there are not spots or streaks
- 2.) Check and clean the patio door tracks if necessary and inform your Inspector of any maintenance issues with the patio door or screen
- 3.) Clean all patio furniture using multisurface cleaner, blue rag and Magic Eraser if necessary.
- 4.) Sweep and mop the entire patio
- 5.) Close and lock both the screen and patio door
- 6.) All patios should have four chairs and one table neatly arranged (Example)

*Example*



➤ **Full Service Stayover Patio**

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

➤ **Checkout Vacuuming**

1. Start by vacuuming on the second floor in the double queen bedroom. Then vacuum the loft area and stairs. Continue by vacuuming the entire on the living room area. Finish by vacuuming the master bedroom and finally the main floor double queen bedroom
2. While vacuuming use the hose, check and vacuum behind all dressers, tables, nightstand, sofa sleeper, lamps, chair and behind any curtains. Move any items that are moveable and vacuum under them
3. Also, lift up the cushions on the couch and all chairs vacuuming under them. Leave the cushions flipped up for easy inspection by the Inspector (Example Y)

*Example Y*



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 the all closets, master bedroom and double queen
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.

➤ **Full Service 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.) Entryway coat closet should contain the following items:
  - a.) Mop bucket, mop, broom, dust pan and plunger
  - b.) Vacuum w/attachments (check the vacuum bag and the cord should be wrapped neatly and correctly)
- 2.) Main floor double queen bedroom
  - a.) Roll-away with pillow in closet (Example Z)
  - b.) Blanket, set of sofa-sleeper sheets and two pillows with clean pillow cases neatly placed on closet shelf
  - c.) Proper, working TV remote on night stand between beds (Example AA)

*Example Z*

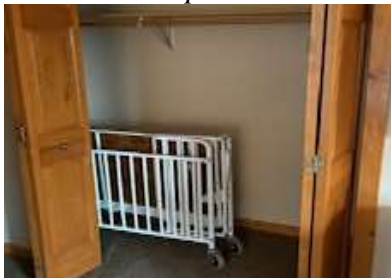


*Example AA*



- 3.) Master bedroom
  - a.) Crib w/folded clean crib sheet in closet (Example BB)
  - b.) Luggage rack in closet
  - c.) Proper, working TV remote on night stand by bed
  - d.) Bible in night stand drawer
  - e.) No smoking sign on mantel or dresser (Example CC)
  - f.) Chair and foot stool (Example DD)

*Example BB*



*Example CC*



*Example DD*



- 4.) Kitchen counter
  - a.) Telephone with extension sheet and plastic cover on it

5.) Living room

- a.) No smoking sign placed on mantel
- b.) Kleenex on sofa table
- c.) Proper, working TV remote on coffee table and furniture staged for Inspector (Example EE)

*Example EE*



6.) Coat Closet

- a.) Hangers present (Example FF)

*Example FF*



7.) Second floor double queen bedroom

- a.) Roll-away with pillow in closet
- b.) Lamp on night stand between bed (Example GG)
- c.) Proper, working TV remote on night stand between beds
- d.) Blanket, set of sofa-sleeper sheets and two pillows with clean pillow cases neatly placed on closet shelf (Example HH)

*Example GG*



*Example HH*



*Note: All guest literature must be in good condition or needs to be replaced*

- 8.) 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 drawers
  - d.) Leave lights on in unit
  - e.) Shut door securely

# LODGE HOUSEKEEPING TEAM JOB BREAKDOWN

➤ **Team Leader Duties:**

1. The team leader always carries their assigned unit keys
2. Team leader is the only person that marks off the **Stayovers** and **Checkouts** on the housekeeping tablet and clipboard.
3. The team leader directly communicates with the Inspector, Supervisor and Manager on unit conditions (cleanliness, quality and maintenance issues) as well as coworkers job performance issues via SP2
4. After cleaning the unit, the team leader will walk through the entire unit using the air freshener and briefly inspect after their coworkers to ensure that all jobs have been completed properly and that all supplies have been stocked
5. The team leader is ultimately responsible for the quality of cleanliness in the unit. If some parts of the unit was not cleaned properly, the group leader must send back the person or persons responsible for cleaning their assigned areas
6. The team leader is the first person to arrive and the last person to leave a unit making sure that all the windows and doors are locked
7. The team leader is responsible in helping and making sure that the vehicle is cleaned out entirely from any housekeeping supplies, linen and garbage at the end of the day. They are also responsible for ensuring that all windows are up on the vehicle and that it is properly locked.



➤ **Teams of four (4) should use the following as a room breakdown guide**

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

- 1.) Strip area if not already stripped
- 2.) Clean kitchen, breakfast bar and dining area
- 3.) Mop kitchen, dining room area, first floor bathroom and entry way
- 4.) Dust entire first floor area

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

- 1.) Strip main floor double queen bathroom if not stripped
- 2.) Clean main floor double queen bathroom, sweep and mop
- 3.) Strip Jacuzzi bathroom if not stripped
- 4.) Clean Jacuzzi bathroom, sweep and mop
- 5.) Clean screened patio area, sweep and mop

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

- 1.) Assist in stripping all bedrooms and living room if not stripped
- 2.) Assist in making beds
- 3.) Strip second floor bathroom if not stripped
- 4.) Clean second floor bathroom, sweep and mop
- 5.) Dust entire second floor area

**Employee D would do the following unit cleaning:**

- 1.) Assist in stripping both bedrooms and living room if not stripped
- 2.) Assist in making beds
- 3.) Vacuum entire unit

➤ **Teams of five (5) should use the following as a room breakdown guide**

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

- 1.) Strip area if not stripped
- 2.) Clean kitchen, breakfast bar and dining area
- 3.) Mop kitchen, dining room area and entry way
- 4.) Clean screened patio area, sweep and mop

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

- 1.) Strip Jacuzzi bathroom if not stripped
- 2.) Clean Jacuzzi bathroom, sweep and mop
- 3.) Dust the entire first floor area

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

- 1.) Assist in stripping all bedrooms
- 2.) Assist in making all beds
- 3.) Strip second floor bathroom if not stripped
- 4.) Clean second floor bathroom, sweep and mop

**Employee D would do the following unit cleaning:**

- 1.) Assist in stripping all bedrooms
- 2.) Assist in making all beds
- 3.) Strip first floor bathroom if not stripped
- 4.) Clean first floor bathroom, sweep and mop

**Employee E would do the following unit cleaning:**

- 1.) Dust entire unit
- 2.) Vacuum entire unit

*When any member of the team has completed all of their assigned jobs, they will then proceed to help the rest of their team complete their job. TEAM WORK!!!!*

➤ **Teams of three (3) should use the following as a room breakdown guide**

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

- 1.) Strip area if not already stripped
- 2.) Clean kitchen and breakfast bar
- 3.) Mop kitchen and entry way
- 4.) Dust entire unit
- 5.) Clean the deck area and BBQ grill

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

- 1.) Assist in stripping all bedrooms
- 2.) Assist in making all beds
- 3.) Strip guest and master bathroom if not stripped
- 4.) Clean guest and master bathroom, sweep and mop

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

- 1.) Assist in stripping all bedrooms if not stripped
- 2.) Assist in making all beds
- 3.) Vacuum entire unit

➤ **Teams of four (4) should use the following as a room breakdown guide**

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

- 1.) Strip area if not stripped
- 2.) Clean kitchen and breakfast bar
- 3.) Mop kitchen and entry way
- 4.) Clean the deck area and BBQ grill

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

- 1.) Strip master bathroom if not stripped
- 3.) Clean master bathroom, sweep and mop
- 4.) Dust the entire unit

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

- 1.) Assist in stripping all bedrooms
- 2.) Assist in making all beds
- 3.) Strip guest bathroom if not stripped
- 4.) Clean guest bathroom, sweep and mop

**Employee D would do the following unit cleaning:**

- 1.) Assist in stripping all bedrooms
- 2.) Assist in making all beds
- 3.) Vacuum entire unit

*When any member of the team has completed all of their assigned jobs, they will then proceed to help the rest of their team complete their job. TEAM WORK!!!!*

# **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.

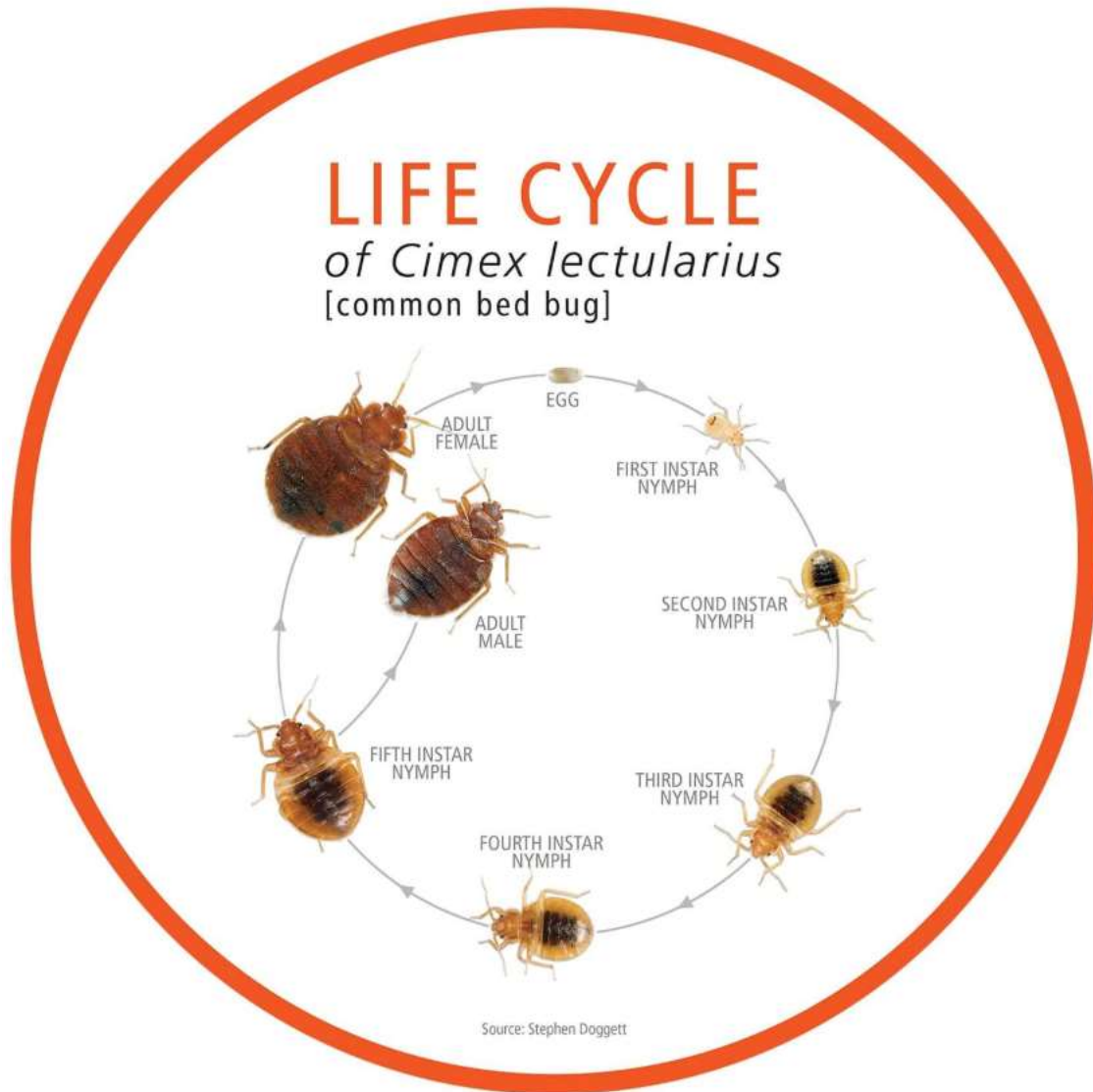
**Immature Bed Bugs:** Prior to eating, translucent and milky white in color.

**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.