



WHGR HOUSEKEEPING ROOM ATTENDANT

TRAINING MANUAL

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

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

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

Remember, How You Look and Conduct Yourself Reflects Directly on You and the Wilderness Hotel.

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 guest's 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 WHGR 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. 4519 or ext. 4728, 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 Wilderness Hotel 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/Bicycles**

All employee vehicles/bicycles are to be parked in designated employee parking area by Human Resources. 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 10:40AM for 1st shift. Employees working on 2nd 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 leading to termination.


WHGR 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.

WHGR 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
 - Receive assigned tablets, keys, clipboards. Sign out keys and tablets on logs after receiving
 - Grab a white caddy with the cleaning chemicals (Multi-surface disinfectant, Bathroom cleaner, Air Freshener), toilet brush and gloves. Carry a bag with blue and green cleaning rags (blue for surfaces, green for glass)
 - Grab vacuum
 - Following morning meeting, head to assigned storage closets to get housekeeping cart. Clean up any trash or dirty towels along the way to assigned storage closet

Vacuum Care:

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

Cart Stocking:

- 1.) Flat sheets, fitted sheets, top sheets and pillowcases (for Kings, Queens & Sofa)
- 2.) Bath Towels, hand towels, washcloths and bath mats
- 3.) Toilet paper, facial tissue
(Amenity caddy items)
- 4.) Gloves
- 5.) Bar soap, shampoo and lotion
- 6.) Regular coffee, decaf. Coffee and max pax
- 7.) Hot cups, cold cups and ice bucket liner
- 8.) Small garbage bag liners and medium garbage bag liners
(Chemical caddy items)
- 9.) Toilet brush
- 10.) Magic erasers and coffee brush
- 11.) Ecolab chemicals (Multi-surface, Bathroom, Air Freshener)

Cart Rules:

- a.) All housekeeping carts and bins should be on the parking lot side of the hallway
 - b.) No food or soda on cart in sight of the guest
 - c.) All supplies should be **NEAT** and in place
 - d.) Housekeeping clipboard placed on top and easy to view, **tablet inside room**
 - e.) Never leave the housekeeping master key on the cart, **must be attached to leader at all times**
- Proceed to assigned section and begin cleaning assigned rooms

- **10:00 a.m. until completion:**

- Begin by cleaning **ASAP** and **VIP** rooms if available to clean. If these rooms are still occupied and have not check out yet, clean hallways until **ASAP** or **VIP** room is available. Your management team may have projects for you to work on.
- Check-out time is 11:00 a.m., proceed to find any Vacant **Checkouts** and begin cleaning. If no rooms are available to start cleaning find something to clean or help another group. If you have time to lean, you have time to clean
- After 11:30 a.m., focus on cleaning all the **Checkout** rooms or **Dirty Vacant** rooms until all are completed
- You may receive a request to clean a room that is occupied, this is a stayover. Stayover service is not given to each occupied guest room. It must be requested by the guest. In the event that you receive a request to clean a guest room from your management team- service for the stayover should be completed at the guests time of convenience, which in most cases is immediately following their request.
- Upon completion of all **Checkout** and **Dirty Vacant** rooms-

- Put everything away in the assigned storage room. All carts and grey bins must be returned to the closet which it came out of. Be sure that you clean and organize your storage room and cart. Bring your chemical caddy, all dirty linen, along with your blue bin to laundry. Also, bring down all the garbage to the proper garbage dumpster area and return your vacuum to the designated area (taking any broken vacuums to the Housekeeping Office)
- Go directly to the Housekeeping Office to turn in your caddy, tablet and key. Proceed to help other groups if directed by Housekeeping Managers, Supervisors or Inspector
- **When completed, get permission from your Manager or Supervisor to punch out and go home.**

WHGR CLEANING GUIDE

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

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

- **Procedures for Entering a Hotel Room**

- **Checkout rooms**

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

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

- 1.) If the room is a **Stayover** and is unoccupied, proceed with the complete **Stayover** service
- 2.) 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.

• **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.

• **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, inner loft blanket, pillows, pillow protectors and pillowcases.
- 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 blanket. Fold the top of the flat sheet over the top of the top sheet and blanket. Tuck in sheets all around the bed with hospital corners at the foot of the bed (Example E). Gently place the scarf 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
- 7.) Fold the top of the flat sheet over the top of the top sheet and blanket. 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, gently place the scarf at the foot of the bed and put brown throw pillow in front of pillows.

➤ **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.) Leave pullout couch mattress out for inspection (Example H)

Example H



Example I



- 4.) Neatly fold the blanket and set on top of rack by door along with the clean, folded sofa-sleeper fitted and flat sheet. (Example I)

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

➤ **Stayover sofa-sleeper**

- 1.) PUT ON GLOVES
- 2.) If there are too many personal items from the guest left on the bed, do not move those items and do not make the bed. Make note of this on your housekeeping board
- 3.) Pull the fitted sheet tight and straighten the flat sheet out all the way to the top of the sofa-sleeper
- 4.) Straighten the blanket as described above and fold the flat sheet over the blanket. Do not tuck in the sheet and blanket under the sofa-sleeper mattress, because it may tear a hole into the sheets or blanket
- 5.) Neatly place the pillows on top of the sofa-sleeper

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

- **Vanity, Wet Bar, Bathroom Cleaning Procedures**

- **Checkout Vanity**

- 1.) PUT ON GLOVES
- 2.) Chemicals work best if they are allowed some time to set and break down bacteria. Start by spraying down the mirror with multi surface cleaner. Then spray the sink, faucet, drain, countertop and backsplash with multi surface cleaner
- 3.) Make beds with your partner, put on gloves then return to vanity.
- 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 blue rag to clean the sink, faucet, drain, countertop, walls and backsplash. Scrub wherever is needed and wipe dry with a clean dry rag. Check the edge of the counter and watch for any residue left from soap or hair. 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 (check filter and clean as necessary)
- 7.) Clean under the vanity with multi surface cleaner
- 8.) Do not leave any hair anywhere

- **Stayover Vanity**

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

➤ **Vanity Stocking**

1. Hanging and neatly arranged 2-hand towel, 1 Makeup washcloth 2-washcloth (Example J)
2. Neatly arrange 1-logo bar soap and 1-logo lotion logo always facing up next to the Non-Smoking sign (Example K)
3. Facial tissue box in box holder

Note: if the vanity has two sinks – double the items above

Example J



Example K



➤ **Checkout Wet Bar**

1. PUT ON GLOVES
2. Remove any dirty towels and trash from wet bar
3. Spray multi surface cleaner on ice bucket, coffeemaker (empty grounds first), microwave (inside/out), refrigerator (inside/outside), sink, faucet, drain, countertop, backsplash.
4. Make beds with partner and return to wet bar.
5. Wipe Ice Bucket dry
6. Use magic eraser as needed on wet bar area
7. **Coffeemaker**
 - a. Clean the top, side and inside water reservoir including the tray under the coffee maker.
 - 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 mold in it

8. Microwave

- a. Wipe out the inside of the microwave from top to bottom, especially the glass plate and under the glass plate
- b. Clean the door inside and out. Wipe down the outside of the microwave top, bottom and sides
- c. When complete leave microwave door open for easy inspection by Inspector
- d. Take special care to wipe the counter top, walls and remove any crumbs that may be under the microwave

9. Sink, faucet, drain, countertop and backsplash

- a. With a clean blue rag wipe down and scrub if necessary sink, faucet, drain, countertop and backsplash.
- b. Leave the faucet and drain shiny and clean

10. Refrigerator

- a. Clean the entire inside, the walls, bottom, racks, sliding drawer, etc. Spray multi surface cleaner. Wipe down the door, the rubber seal around the door, front, top and sides of the refrigerator
- b. Wipe down the walls around the refrigerator
- c. If the freezer needs to be defrosted notify your Inspector. With the Inspectors approval, unplug the refrigerator, leave the door open and place a couple of towels on the bottom of the refrigerator to catch any water dripping from the freezer. Do not forcefully try to remove the ice from the freezer. Continue cleaning the room and remaining rooms on your board. You will need to mark this room on your board and come back to finish cleaning this refrigerator last
- d. When complete with refrigerator, pull refrigerator forward

11. Garbage/Recycle cans

- a. Wipe down the garbage cans inside and out.
- b. Put a new liner on the garbage can- tie bag on back of can

12. Barstools

- a. Wipe down stools

13. Wet Bar Floor

- a. Wet bar floor must be swept and mopped, free of any crumbs or other debris.
- b. Be sure to clean the tile under the refrigerator
- c. When finished with wet bar floor, slide refrigerator back on floor

➤ **Stayover Wet Bar**

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

➤ **Wet Bar Stocking**

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

Example L



➤ **Checkout Bathroom**

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

When complete - remove toilet seat by turning release caps, then place seat upside down on toilet bowl for inspection.



➤ **Stayover Bathroom**

1. PUT ON GLOVES
2. Do not touch or move guest personal items
3. Wipe the shower curtain dry with a clean blue rag. Wipe the shower/bathtub dry, making sure that the shower head, faucet and drain are shiny
4. Take all dirty towels and remove trash
5. Spray and wipe down the toilet and clean with bathroom cleaner
6. Wipe down trash can if necessary
7. Remove gloves
8. Restock clean towels, shampoo/soap and toilet paper
9. Replace trash can with a new liner.
10. 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 and ensure that **ABSOLUTELY NO HAIR** or dirt remain on the bathroom floor.

➤ **Bathroom Stocking**

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

➤ **Handicap Bathroom Cleaning**

Handicap bathroom is to be cleaned the same as the bathroom cleaning listed above. These bathrooms have an extra vanity in the bathroom. The vanity should also be cleaned the same as the vanity 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

➤ **Handicap Bathroom Stocking**

Two Queen Bed Room

- 1.) 6 – Bath towels folded neatly in two stacks of 3 on the top of the towel rack along with 2 – Wash clothes neatly folded with the towels
- 2.) 1 roll of toilet paper on the roll and 1 extra placed between the towels
- 3.) Neatly fold 1 – bathmat and arrange on the edge of the bath tub with 1-logo bar soap and 2-logo shampoo, logo always facing up and forward.
- 4.) Hanging and neatly arranged 2-hand towel and 1-washcloth
- 5.) Folded neatly on counter arrange 1-washcloth, 1-logo bar soap and 2-logo lotions logo always facing up and forward
- 6.) Neatly set 3 cold cups on the counter, logo facing forward

One King Bed Room

- 1.) 4 – Bath towels folded neatly in two stacks of 2 on the top of the towel rack along with 2 – Wash clothes neatly folded with the towels
- 2.) 1 roll of toilet paper on the roll and 1 extra placed between the towels
- 3.) Neatly fold 1 – bathmat and arrange on the edge of the bath tub with 1-logo bar soap and 2-logo shampoo, logo always facing up and forward.
- 4.) Hanging and neatly arranged 2-hand towel and 1-washcloth
- 5.) Folded neatly on counter arrange 1-washcloth, 1-logo bar soap and 2-logo lotions logo always facing up and forward
- 6.) Neatly set 3 cold cups on the counter, logo facing forward

• **General Room Cleaning Procedures**

➤ **Checkout Refrigerator**

- 1.) PUT ON GLOVES
- 2.) Open door and remove any items that have been left behind in the refrigerator and freezer
- 3.) Clean the refrigerator with multi surface cleaner a clean blue rag and use the magic eraser to remove any difficult marks or stains.
- 4.) 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
- 5.) Clean the tile under and around the refrigerator. Sweep any dirt or debris on to the carpet so it may be vacuumed later. Spray down the floor with multi surface cleaner and wipe dry with a blue rag. Take care to also wipe down the walls around the refrigerator if necessary
- 6.) Wipe down the garbage can inside and out. Put a new liner on the garbage can
- 7.) If the freezer needs to be defrosted notify your Inspector. With the Inspectors approval, unplug the refrigerator, leave the door open and place a couple of towels on the bottom of the refrigerator to catch any water dripping from the freezer. Do not forcefully try to remove the ice from the freezer. Continue cleaning the room and remaining rooms on your board. You will need to mark this room on your board and come back to finish cleaning this refrigerator last

➤ **Stayover Refrigerator**

- 1.) Do not clean or touch the refrigerator unless instructed to do so by the guest

➤ **Checkout Microwave**

- 1.) PUT ON GLOVES
- 2.) Open the door and remove any food items that may have been left behind by the guest
- 3.) Clean the microwave with multi surface cleaner, a clean blue rag and use the magic eraser to remove any difficult marks or stains
- 4.) Wipe out the inside of the microwave from top to bottom, especially the glass plate and under the glass plate
- 5.) Clean the door inside and out. Wipe down the outside of the microwave top, bottom and sides
- 6.) Take special care to wipe the counter top, walls and remove any crumbs that may be under the microwave
- 7.) When complete leave microwave door open for easy inspection by Inspector
Note: If the room doesn't have a wet-bar area the coffee maker, ice bucket and supplies will be next to the microwave.
- 8.) Empty ice bucket in sink and wipe dry
- 9.) Empty coffee maker, removing any used coffee grounds. Clean coffee maker with multi surface cleaner and a magic eraser to remove marks when necessary. Clean the top, side and inside water reservoir including the tray under the coffee maker. Clean the coffee pot and lid using a coffee brush to scrub the stains away and dry with a clean rag. Inspect the coffee pot for chips or cracks and replace when necessary. Be sure that the water reservoir hasn't any mold in it

➤ **Stayover Microwave**

- 1.) PUT ON GLOVES
- 2.) Do not clean or touch the microwave unless instructed to do so by the guest
Note: If the room doesn't have a wet-bar area the coffee maker, ice bucket and supplies will be next to the microwave.
- 3.) Do not empty the ice bucket unless the guest request you to do so
- 4.) Clean and empty coffee maker as described above unless requested not to by the guest

➤ **Microwave Station Stocking**

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

Example N



➤ **Checkout Iron & Ironing Board**

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

➤ **Stayover Iron & Ironing Board**

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

➤ **Checkout General Room Dusting and Cleaning**

1. Use clean rags for dusting/cleaning
2. 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
3. Use multi surface cleaner when dusting/cleaning all mirrors, glass or dusting/cleaning all other areas of the room
4. Dust all of the artwork, pictures and mirrors. All pictures and mirrors must be spot and streak free
5. Dust the Television. Television screens should be cleaned with a dry blue rag **only. Do not spray anything directly onto the television.** Wipe off front, top, sides and underneath the television
6. Dust all of the furniture in the room including: dresser, night stand, light fixtures, coffee table, artwork and any other furniture in the room. 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.
7. Clean the TV remotes, telephone and receiver
8. Ptac vents -clean using a blue rag sprayed with multi surface cleaner wipe down top, bottom and sides. Check filter, vacuum if necessary
9. Look around the room for any cobwebs or high dusting that may need to be taken care of and clean if necessary
10. Inform your Inspector of any loose, wobbly or broken furniture that may need repair
11. Inform your inspector of any carpet issue immediately (vomit or any other bodily fluids)
12. Spray air freshener on high traffic carpet areas of room

➤ **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.) Dust the Television. Clean TV screens with a dry blue rag. Wipe off front, top, sides and underneath the television
- 4.) If possible, dust all of the furniture in the room- dresser, barstools, coffee table, nightstand, and any other furniture in the room. Use your fingers to feel the surfaces that you are cleaning to be sure that there isn't any sticky residue left on the surface. Be sure to clean from top to bottom, the underside of the tables, the legs of chairs, etc. Make sure that the lampshades are straightened and the seams are facing the wall
- 5.) Clean the TV remotes, telephone and receiver
- 6.) Clean the Ptac unit using a blue rag sprayed with multi surface cleaner. Wipe down top, bottom and sides

➤ **Checkout Balcony/Patio**

- 1.) Clean both sides of the balcony glass door inside and out using multi surface cleaner and green rag. Be sure that there are not spots or streaks
- 2.) Check and clean the balcony door tracks if necessary and inform your Inspector of any maintenance issues with the balcony door or screen
- 3.) Pick up all garbage and debris and cigarette butts on the balcony/patio, including the grass area on the first floor area
- 4.) Wipe down the Ptac unit outside, be sure that it is free of any garbage, dirt and residue
- 5.) Clean all balcony/patio furniture using multi surface cleaner 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 (Example O)
- 6.) Close and lock both the screen and patio door. All first floor rooms must have the patio door dowel rod placed on the patio door track

Example O



➤ **Stayover Balcony/Patio**

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

➤ **Checkout Vacuuming**

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

➤ **Stayover Vacuuming**

- 1.) **Vacuuming is a key part of our cleaning.** Do not vacuum **ONLY** if instructed not to by guest
- 2.) Start by vacuuming by the patio door area and work your way back out of the room. Vacuum the hallway room entry area
- 3.) Take care when vacuuming around guest personal items. Avoid touching any personal items
- 4.) If there is dirt left behind on the floor that the vacuum will not pick up, such as food, this will need to get scrapped off of the carpet and cleaned. Leave no crumbs or food on the floor
- 5.) Wrap your vacuum cord each time you have finished vacuuming
- 6.) **Never** yank the cord to unplug the vacuum, always hold the plug and pull from the outlet.
- 7.) If your vacuum bag is full, replace it- do not continue to use a full bag as performance will become poor. Your vacuum has sensors that will turn the machine off if there are issues that are not acknowledged.
- 8.) If you need assistance with your vacuum- alert your inspector, supervisor or manager.

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

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

- 1.) Check the entry door inside for the following items:
 - a.) Fire escape/state statute/room rate sheet
- 2.) Entry area
 - a.) Bag for laundry draped on hanger
 - b.) 6 – hangers
 - c.) Luggage rack
 - d.) Iron & ironing board
 - e.) Bedding for the pull-out sofa
- 3.) Setting on the nightstand need the following items:
 - a.) Telephone with extension sheet and plastic cover on it
- 4.) Inside the nightstand drawer should be the following items:
 - a.) Bible

Note: Bible, all literature must be in good condition or needs to be replaced
- 5.) 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.) Lights are left on in the room
 - b.) Television is left on
 - c.) Open drawer on nightstand
 - d.) Filters are on display for Ptac unit
 - e.) Open all drawers on dresser below Television
 - f.) Ensure microwave plate is outside the microwave, coffee maker is disassembled
 - g.) Shut door securely

WHGR HOUSEKEEPING TEAM JOB BREAKDOWN

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

Double Queen Room:

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

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

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

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

Handicap Room:

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

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

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

- 1.) Assist in making beds
- 2.) Clean vanity, microwave, refrigerator and wet-bar
- 3.) Dusting
- 4.) Vacuum

BED BUG POLICY

Awareness Training:

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

Inspection:

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

Treatment:

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

BED BUG AWARENESS TRAINING

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

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



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

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



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



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

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

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

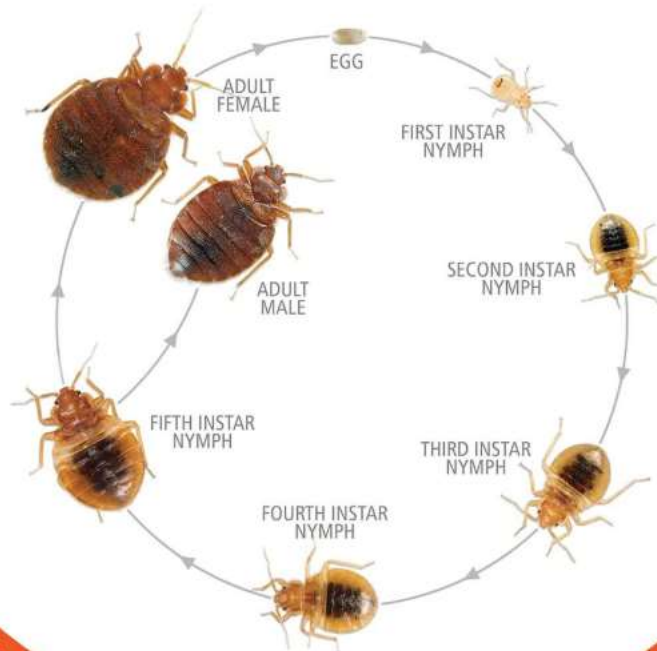


Shed Skin: Bed bugs shed their skin or molt to grow to the next stage of development. Bed bugs go through five stages of development before they become an adult.



LIFE CYCLE

of *Cimex lectularius*
[common bed bug]



Source: Stephen Doggett

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.