

WILDERNESS ON THE LAKE HOUSEKEEPING **ROOM ATTENDANT TRAINING MANUAL**

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

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 WILDERNESS ON THE LAKE 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. 8006, 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 on the Lake 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 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. 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

WILDERNESS ON THE LAKE 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.

WILDERNESS ON THE LAKE 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 mop bucket/handle, 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)
 - Take a red poly truck cart to your assigned floor, this cart contains all necessary sheets, pillowcases and terry that you will need for your working day. This red cart will accompany you while you clean assigned rooms.
 - 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. 1-2 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, Joy liquid dish soap
(Amenity caddy items)
6. Bar soap, shampoo and lotion
7. Regular coffee, decaf. coffee and max pax
8. Coffee brush
9. Ice bucket liner, small garbage bag liners and medium garbage bag liners
(Chemical Caddy items)
10. Toilet brush
11. Magic erasers
12. Ecolab chemicals (Multi-surface, Bathroom, Air Freshener)

Cart Rules:

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

- **10:00 a.m. until completion:**
 - Begin by cleaning **ASAP, Owner** and **VIP** units if available to clean. If these units are still occupied and have not checked out yet, clean hallways until the **ASAP, Owner** or **VIP** unit is available. Your management team may have projects for you to work on.
 - Check-out time is 11:00 a.m., proceed to find any Vacant **Checkouts** and begin cleaning. If no rooms are available to start cleaning find something to clean or help another group. If you have time to lean, you have time to clean
 - After 11:00 a.m., focus on cleaning all the **Checkout** units or **Dirty Vacant** units until all are completed
 - Upon completion of all **Checkout** and **Dirty Vacant** rooms-
- Put everything away in the assigned storage room. All carts and grey bins must be returned to the closet which it came out of. Be sure that you clean and organize your storage room and cart. Bring your chemical caddy, all dirty linen/rags, along with your red poly truck cart to laundry. Also, bring down all the garbage to the compactor and return your vacuum to the designated area (taking any broken vacuums to the Housekeeping Office)
- Go directly to the Housekeeping Office to turn in your 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.**

WILDERNESS ON THE LAKE CLEANING GUIDE

Before entering a guest room, you knock at least three times with your closed hand. If there is no answer, you must clearly announce “HOUSEKEEPING” before entering the guest room. However, if the guest answers, you must respond in the following ways for a Checkout or a Stayover room.

- **Procedures for Entering a Guest Room**

- **Checkout 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 Wilderness at the Lake stayover service is not provided unless requested by guests staying at Wilderness on the Lake.

• **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.

SINGLE FLOOR UNIT CLEANING PROCEDURE

- **Bed Making Procedures**

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

➤ **Checkout 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



➤ **Stayover Bed**

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

➤ **Checkout sofa-sleeper**

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

Example H



- 4.) Neatly fold the blanket and set on top shelf in one of the master closets along with the clean, folded sofa-sleeper fitted and flat sheet. Place clean pillow cases on (2) pillows (all pillows should have pillow protector on) and neatly set on shelf in the other side of the master closet

Note: if 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 one of the master closets along with the clean, folded sofa-sleeper fitted and flat sheet. Place clean pillow cases on (2) pillows (all pillows should have pillow protector on) and neatly set on shelf in the other side of the master closet

➤ **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 coat closet 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 Guest 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/dwell. 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 mopping 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 glove

➤ **Full Service Stayover 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 multi surface 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 curtain dry with a clean blue rag. Wipe the shower/bathtub dry, making sure that the shower head, faucet and drain are shiny
- 6.) Wipe down the toilet and clean if necessary with bathroom cleaner.
- 7.) Take all dirty towels and replace them with clean towels. Leave extra toilet paper and facial tissue 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!!

➤ **Guest Bathroom Stocking**

- 1.) Hanging and neatly arranged on towel rack by sink 2-hand towel and 1 makeup washcloth (Example H)
- 2.) Folded neatly on counter arrange 2-washcloths, 1-logo bar soap and 2-logo lotions logo always facing up and forward. Include 2 rolls of toilet paper (Example I)

Example H



Example I



Example J



- 3.) 6 – Bath towels folded neatly in two stacks of 3 on the shelf above the toilet along with 2 – Wash clothes neatly folded in between the two stacks of towels, in front of the wash clothes neatly arrange 2 – logo shampoo and 1 – logo soap, logo facing upright and forward (Example J)
- 4.) Neatly fold 1 – bathmat on shower bar

➤ **Checkout Master Bathroom**

- 1.) PUT ON GLOVES.
- 2.) Start by spraying down the mirror with multi surface 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.) If the chemicals for the toilet have dried re-spray before starting to clean the toilet. Also, spray down the entire tub/shower including the shower head and tub faucet with bathroom cleaner allowing the chemical to work while the toilet is being cleaned.
 - a.) Using a toilet brush clean under the rim and the bowl. Flush the toilet two (2) times if necessary to ensure that all of the cleaning product has been removed.
 - b.) Clean the entire toilet with clean blue rag, including the seat (top & bottom), handle, lid, tank and bowl.
 - c.) Clean the seat hinges and the caps at the bottom of the toilet. Leave the toilet seat up for inspector. If the toilet seat is loose, inform your room Inspector and they will notify Maintenance. Double check to be sure that all dirt and hairs have been washed away
- 9.) Next clean the shower
 - 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.
 - 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 heads, handles 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 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. Leave **ABSOLUTELY NO HAIR** or dirt on the bathroom floor!! All mopping will be completed prior to exiting the room

➤ **Full Service Stayover Master Bathroom**

1. PUT ON GLOVES.
2. If there are too many personal items from the guest left on the vanity area, only clean what is necessary and do not touch any of the guest personal items. Use care when spraying the chemicals not to get any on the guest items
3. If the mirror is dirty or wet, wipe the mirror with a clean blue rag and multi surface 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. 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, 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!!
10. Do not touch or move guest personal items

➤ **Master Bathroom Stocking**

- 1.) Hanging and neatly arranged 2-hand towel and –makeup washcloth on towel rack next to vanity (Example H)
- 2.) Folded neatly on counter next to sink arrange 2-washcloths, 1-logo bar soap and 2-logo lotions logo always facing up and forward. Include 2 rolls of toilet paper. For double vanity do arrangement for the second sink (Example I)
- 3.) 1 – roll of toilet paper on toilet paper holder.
- 4.) 6 – Bath towels folded neatly in two stacks of 3 on the shelf above seating area chairs along with, 4 – Wash clothes neatly folded in between the two stacks of towels, in front of the wash clothes neatly arrange 2 – logo shampoo and 1 – logo soap, logo facing upright and forward (Example J)
- 5.) Neatly fold 1 – bathmat on shower door handle (Example K)
- 6.) Arrange seating area neatly with the two chairs and small table (Example L)

Example K



Example L



➤ **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

➤ **Jacuzzi Cleaning**

- 1.) PUT ON GLOVES.
- 2.) 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.
- 3.) Spray down the entire Jacuzzi including the jets and faucet with bathroom cleaner
- 4.) 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. Also, make sure that you clean the ledge behind the Jacuzzi
- 5.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
- 6.) Be positive that there is **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi!!
- 7.) Empty the trash and replace with a new liner. Wipe clean if necessary
- 8.) Sweep and mop the tile floor around the Jacuzzi. Any hair or dirt can be swept out on the carpet and vacuumed later.

➤ **Stayover Jacuzzi**

- 1.) PUT ON GLOVES.
- 2.) Must clean stayover Jacuzzi unless guest request that you do not clean
- 3.) 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.
- 4.) Spray down the entire Jacuzzi including the jets and faucet with bathroom cleaner
- 5.) 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
- 6.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
- 7.) Be positive that there is **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi!!
- 8.) Empty the trash and replace with a new liner. Wipe clean if necessary
- 9.) Sweep and mop the tile floor around the Jacuzzi. Any hair or dirt can be swept out on the carpet and vacuumed later.

➤ **Jacuzzi Stocking**

- 1.) Neatly arrange the following items together and set on the center edge by the Jacuzzi, logo always facing up and forward: (Example M)
 - a.) 3 – bath towels
 - b.) 1 – washcloths
 - c.) 2 – bath mat
 - d.) 1 – logo bar soap
 - e.) 2 – logo shampoo

Example M



- **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 multi surface cleaner, a clean blue rag and use the Magic Eraser to remove any difficult marks or stains
 - a.) Open door and remove any items that have been left behind in the refrigerator and freezer
 - b.) Clean the entire inside, the walls, bottom, racks, sliding drawer, etc... Wipe down the door, the rubber seal around the door, front, top and sides of the refrigerator
4. Empty coffee maker, removing any used coffee grounds. Clean coffee maker with multi surface 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 multi surface 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 multi surface 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 multi surface 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 multi surface cleaner.
 - a.) With a clean blue rag wipe down and scrub if necessary sink, faucet, drain and countertop
 - b.) Leave the faucet and drain shiny and clean
 - c.) Check the dish rack in the cupboard under the sink and clean if needed
10. Empty (be sure that all dishes are clean before putting them away) and wipe down the front, top and edges of the dishwasher. Check dishwasher lower rack to be sure that all wheels are on, if any are off, put them back on
11. Clean the entire counter and edges making sure that there is nothing sticky or any residue left on the counter
12. Empty the trash and replace with a new liner. Wipe clean if necessary
13. Sweep the floor, pulling out the refrigerator cleaning the tile under, around and behind the refrigerator. Sweep any dirt or debris on to the carpet so it may be vacuumed later. Mop the floor prior to exiting room.
14. Open all cupboard doors, drawers, microwave, etc.... for easy inspection by the Inspector (Example N)

Example N



➤ **Stayover Kitchen**

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

➤ **Kitchen Stocking**

- 1.) Arrange neatly in the small wicker basket the following items (Example O)
 - a.) 2 – regular coffee
 - b.) 2 – decaf coffee
 - c.) 6 – max pax coffee kits

Example O



- 2.) Ice bucket w/ new liner placed neatly in cupboard next to coffee cups
- 3.) Neatly arrange 2 – dish towels, 2 – pot holders and 2 – dish clothes on cutting board setting next to stove on counter
- 4.) 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 multi surface 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 stools pushed in neatly by the breakfast bar and 4 chairs neatly arranged by table (Example P & Q)

Example P



Example Q



➤ **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 top of washer and dryer unit
- 4.) Mop, broom, plunger and dust pan should be clean and neatly arranged in closet (Example R)
- 5.) Sweep the best that you can around the unit and mop

Example R



➤ **Stayover Utility Laundry Closet**

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

➤ **Stayover General Room Dusting and Cleaning**

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

➤ **Checkout Patio on Main Floor (all patio doors should be locked)**

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

➤ **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 by the patio door in the lanai area, move on to the master bedroom, work your way back out of the room (*Example S*). Next vacuum the living room, dining room, double queen room and work your way out of the unit. Vacuum the hallway room entry area if necessary
3. While vacuuming and 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 T*)

Example S



Example T



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, pantry 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.

➤ **Stayover Vacuuming**

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

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

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

1. Check the entry door inside for the following items:
 - a.) Fire escape/state statute/room rate sheet
2. Entryway table (Example U)
 - a.) Chair next table

Example U

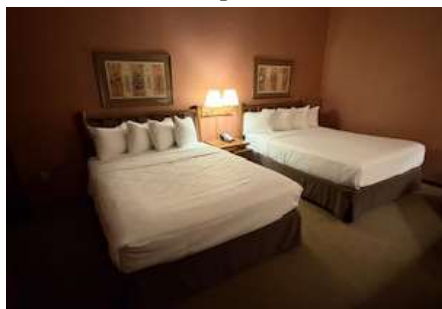


Example V



3. Entryway coat closet (Example V)
 - a.) 6 – Hangers
 - b.) Roll-away with pillow
4. Double queen room (Example W)
 - a.) 6 – hangers in closet
 - b.) Crib w/folded clean crib sheet (Example X)
 - c.) Telephone with extension sheet and plastic cover on night stand between beds
 - d.) Bible in night stand drawer

Example W



Example X



5. Breakfast bar counter
 - a.) Telephone with extension sheet and plastic cover on it
6. Mantel in living room and mantel in lanai
 - a.) No smoking sign
 - b.) TV remote

7. Nightstand in the master bedroom (Example Y)
 - a.) Telephone with extension sheet and plastic cover on it
 - b.) Bible in drawer

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

Example Y



8. Closet in master bedroom
 - a.) 6 - Hangers
 - b.) 2 – Pillows for the sofa sleeper with clean pillow cases
 - c.) 1 – Set of queen sheets for the sofa sleeper
 - d.) 1 – Blanket for the sofa sleeper
 - e.) Luggage rack
9. End units with an extra single queen room
 - a.) 6 – Hangers neatly hung in closet
 - b.) Telephone with extension sheet and plastic cover on it setting on night stand
 - c.) Bible in night stand drawer
10. 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

WILDERNESS ON THE LAKE 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 closet and organized at the end of the day

➤ **Teams of two (2) should use the following as a unit breakdown guide**

Employee A would do the following unit cleaning:

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Clean & stock kitchen
- 4.) Clean & stock Jacuzzi
- 5.) Clean all windows
- 6.) Sweep entire unit
- 7.) Mop entire unit

Employee B would do the following unit cleaning:

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Clean & stock guest bathroom
- 4.) Clean & stock master bathroom
- 5.) Dust entire unit
- 6.) Vacuum entire unit

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

Employee A would do the following unit cleaning:

- 1.) Strip kitchen if not stripped
- 2.) Clean & stock kitchen
- 3.) Clean & stock Jacuzzi
- 4.) Clean all windows
- 5.) Sweep entire unit
- 6.) Mop entire unit

Employee B would do the following unit cleaning:

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Clean & stock master bathroom
- 4.) Dust entire unit

Employee C would do the following unit cleaning:

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Clean & stock guest bathroom
- 4.) Vacuum entire unit

When any of the team members are done with the job they were assigned to do, they will then proceed to help the rest of their group complete their tasks. Remember to work as a team!

4th FLOOR UNIT

CLEANING PROCEDURES

- **Bed Making Procedures**

When walking into a unit 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 grey housekeeping bin with the dirty laundry. Take special care in watching for pillows that were left behind by the guest (the pillowcase must remain on and left for Inspector to tag)
2. Make the beds as a team
3. All beds must have a mattress pad, fitted sheet, flat sheet, blanket, pillows, pillowcases and bedspread. All beds must have bed skirts
4. Straighten the mattress pad hooking corners if possible (Example A)
5. Place the fitted sheet on the bed with the finished seam side on top (Example B)

Example A



Example B



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

Example C



Example D



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

Example E



Example F



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

Example G



Example H



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

➤ **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 G)

Example G



- 4.) Neatly fold the blanket and set on top shelf in one of the master closets along with the clean, folded sofa-sleeper fitted and flat sheet. Place clean pillow cases on (2) pillows (all pillows should have pillow protector on) and neatly set on shelf in the other side of the master closet

Note: if 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 one of the master closets along with the clean, folded sofa-sleeper fitted and flat sheet. Place clean pillow cases on (2) pillows (all pillows should have pillow protector on) and neatly set on shelf in the other side of the master closet

11. 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 coat closet 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

➤ Checkout Loft

- 1.) Make double queen beds as directed above (Example H)
- 2.) Follow the directions for the sofa-sleeper listed above

Example H



➤ **Full Service Loft**

- 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.) Follow the guide lines for making the beds as listed above

• **Bathroom & Jacuzzi Cleaning Procedures**

➤ **Checkout Guest 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
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. Spray down the entire tub/shower including the shower head and tub faucet with bathroom cleaner. Also, spray down the entire toilet inside the bowl and out. Allowing time for the chemicals to work
9. 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
10. 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.
11. Wipe down dry the shower/bathtub from top to bottom using clean blue rags.
 - a.) Wipe down the walls, all the way to the top edge and down to the bottom edge. Be sure that there are no spots anywhere. Use your fingers to feel the ledges for soap residue that is sometimes difficult to see. The Magic Eraser works well for removing soap residue.
 - b.) Wipe down the shower head, faucet, drain, curtain rod and clothesline container. Make sure that all of the chrome is shining.
 - c.) Remember to clean the front of the tub.

- d.) If there is any mold on the tile notify your Inspector so that it may be treated and cleaned with bleach
 - e.) Be positive that there is **ABSOLUTELY NO HAIR** or dirt left in the bathtub!
12. If the chemicals for the toilet have dried re-spray before starting to clean the toilet.
- 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
13. Wipe down the garbage can inside and out. Put a new garbage can liner in the can
14. 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 Guest Bathroom**

- 1.) PUT ON GLOVES
- 2.) If there are too many personal items from the guest left on the vanity area, only clean what is necessary and do not touch any of the guest personal items. Use care when spraying the chemicals not to get any on the guest items
- 3.) If the mirror is dirty or wet, wipe the mirror with a clean green rag and multisurface cleaner if necessary
- 4.) Clean the vanity sink and counter as describe above if possible. Do not clean or open the drawers
- 5.) Wipe the shower curtain dry with a clean blue rag. Wipe the shower/bathtub dry, making sure that the shower head, faucet and drain are shiny
- 6.) Wipe down the toilet and clean if necessary with bathroom cleaner
- 7.) Take all dirty towels and replace them with clean towels. Leave extra toilet paper and facial tissue 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!!

➤ **Guest Bathroom Stocking**

- 1.) Hanging and neatly arranged on towel rack by sink 2-hand towel and 1- makeup washcloth (Example H)
- 2.) Folded neatly on counter arrange 2-washcloths, 1-logo bar soap and 2-logo lotions logo always facing up and forward include 2 rolls of toilet paper (Example I)

Example H



Example I



Example J



- 3.) 6 – Bath towels folded neatly in two stacks of 3 on the shelf above the toilet along with 2 – Wash clothes neatly folded in between the two stacks of towels, in front of the wash clothes neatly arrange 2 – logo shampoo and 1 – logo soap, logo facing upright and forward (Example J)
- 4.) Neatly fold 1 – bathmat on shower bar

➤ **Checkout Master Bathroom**

1. PUT ON GLOVES
2. Start by spraying down the mirror with multi surface 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. If the chemicals for the toilet have dried re-spray before starting to clean the toilet. Also, spray down the entire tub/shower including the shower head and tub faucet with bathroom cleaner, allowing the chemical to work while the toilet is being cleaned.

9. 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.
10. Clean the entire toilet with clean blue rag, including the seat (top & bottom), handle, lid, tank and bowl.
11. 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. Next clean the shower
 - 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.
13. 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.
14. Wipe down the shower heads, handles and drain. Make sure that all of the chrome is shining.
15. If there is any mold on the tile notify your Inspector so that it may be treated and cleaned with bleach
16. Be positive that there is **ABSOLUTELY NO HAIR** or dirt left in the shower!!
17. Wipe down the garbage can inside and out. Put a new garbage can liner in the can
18. 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 Master Bathroom**

1. PUT ON GLOVES.
2. If there are too many personal items from the guest left on the vanity area, only clean what is necessary and do not touch any of the guest personal items. Use care when spraying the chemicals not to get any on the guest items
3. If the mirror is dirty or wet, wipe the mirror with a clean 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. Take all dirty towels and replace them with clean towels. Leave extra amenities, toilet paper and facial tissue if needed
8. Empty the trash and replace with a new liner. Wipe clean if necessary

9. Sweep and mop the entire bathroom floor, any hair or dirt can be swept out on the carpet and vacuumed later. Make sure that you clean well behind the toilet and door. Check to make sure that the walls are clean. Leave **ABSOLUTELY NO HAIR** or dirt on the bathroom floor!!
10. Do not touch or move guest personal items

➤ **Master Bathroom Stocking**

- 1.) Hanging and neatly arranged 2-hand towel and 1- makeup washcloth on towel rack next to vanity (Example H)
- 2.) Folded neatly on counter next to sink arrange 2-washcloths, 1-logo bar soap and 2-logo lotions logo always facing up and forward- include 2 rolls of toilet paper. For double vanity do arrangement for the second sink (Example I)
- 3.) 6 – Bath towels folded neatly in two stacks of 3 on the shelf above seating area chairs along with, 2 – Wash clothes neatly folded in between the two stacks of towels, in front of the wash clothes neatly arrange 2 – logo shampoo and 1 – logo soap, logo facing upright and forward (Example J)
- 4.) Neatly fold 1 – bathmat on shower door handle (Example K)
- 5.) Arrange seating area neatly with the two chairs and small table (Example L)

Example K



Example L



➤ **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

➤ **Jacuzzi Cleaning**

- 1.) PUT ON GLOVES.
- 2.) 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.
- 3.) Spray down the entire Jacuzzi including the jets and faucet with bathroom cleaner.
- 4.) 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. Also, make sure that you clean the ledge behind the Jacuzzi
- 5.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
- 6.) Be positive that there is **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi!!
- 7.) Empty the trash and replace with a new liner. Wipe clean if necessary
- 8.) Sweep and mop the tile floor around the Jacuzzi. Any hair or dirt can be swept out on the carpet and vacuumed later.

➤ **Stayover Jacuzzi**

- 1.) PUT ON GLOVES.
- 2.) Must clean stayover Jacuzzi unless guest request that you do not clean
- 3.) 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.
- 4.) Spray down the entire Jacuzzi including the jets and faucet with bathroom cleaner.
- 5.) 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
- 6.) Watch for mold or mildew around the Jacuzzi on the tile. If there is mold or mildew notify your Inspector
- 7.) Be positive that there is **ABSOLUTELY NO HAIR** or dirt left in or around the Jacuzzi!!
- 8.) Empty the trash and replace with a new liner. Wipe clean if necessary
- 9.) Sweep and mop the tile floor around the Jacuzzi. Any hair or dirt can be swept out on the carpet and vacuumed later.

➤ **Jacuzzi Stocking**

- 1.) Neatly arrange the following items together and set on the center edge by the Jacuzzi, logo always facing up and forward: (Example M)
 - a.) 3 – bath towels
 - b.) 1 – washcloths
 - c.) 2 – bath mat
 - d.) 1 – logo bar soap
 - e.) 2 – logo shampoo

Example M



• **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 Erasure to remove any difficult marks or stains
 - a.) Open door and remove any items that have been left behind in the refrigerator and freezer
 - b.) Clean the entire inside, the walls, bottom, racks, sliding drawer, etc... Wipe down the door, the rubber seal around the door, front, top and sides of the refrigerator
4. Empty coffee maker, removing any used coffee grounds. Clean coffee maker with multisurface cleaner and a Magic Eraser to remove marks when necessary
 - a.) Clean the top, side and inside water reservoir. No water can be left in
 - b.) Clean the coffee pot and lid using a coffee brush to scrub the stains away and dry with a clean blue rag.
 - c.) Inspect the coffee pot for chips or cracks and replace when necessary. Be sure that the water reservoir hasn't any mold in it
5. Clean and unplug toaster. Emptying out any and all crumbs. Pull out crumb trays and clean, leave out on top of toaster. Wipe the toaster clean with a blue rag sprayed with multisurface cleaner 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 down the top of the stove
 - b.) Wipe the back of the stove and knobs being sure to remove all food residue
 - c.) Clean the inside of the stove and lay down a new piece of aluminum foil under the heating element
 - d.) Wipe down the front of the stove, handle and oven drawer
9. Spray the sink, faucet, drain and countertop with multisurface cleaner
 - a.) With a clean blue rag wipe down and scrub if necessary sink, faucet, drain and countertop
 - b.) Leave the faucet and drain shiny and clean
 - c.) Check the dish rack in the cupboard under the sink and clean if needed
10. Empty (be sure that all dishes are clean before putting them away) and wipe down the front, top and edges of the dishwasher. Check dishwasher lower rack to be sure that all wheels are on, if any are off, put them back on
11. Clean the entire counter and edges making sure that there is nothing sticky or any residue left on the counter
12. Empty the trash and replace with a new liner. Wipe clean if necessary
13. Sweep the floor, pulling out the refrigerator cleaning the tile under, around and behind the refrigerator. Sweep any dirt or debris on to the carpet so it may be vacuumed later. Mop the floor prior to exiting room.
14. Open all cupboard doors, drawers, microwave, etc.... for easy inspection by the Inspector (Example N)

Example N



➤ **Stayover Kitchen**

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

➤ **Kitchen Stocking**

- 1.) Arrange neatly in the small wicker basket the following items (Example O)
 - a.) 2 – regular coffee
 - b.) 2 – decaf coffee
 - c.) 6 – max pax coffee kits

Example O



- 2.) Ice bucket w/ new liner placed neatly in cupboard next to coffee cups
- 3.) Neatly arrange 2 – dish towels, 2 – pot holders and 2 – dish clothes on cutting board setting next to stove on counter
- 4.) 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 stools pushed in neatly by the breakfast bar and 4 chairs neatly arranged by table (Example P & Q)

Example P



Example Q



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

- 1.) 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 top of washer and dryer unit
- 4.) Mop, broom, plunger and dust pan should be clean and neatly arranged in closet (Example R)
- 5.) Sweep the best that you can around the unit and mop

Example R



➤ **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 mirrors/glass or dusting/cleaning all other areas of the room.

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

➤ **Stayover General Room Dusting and Cleaning**

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

➤ **Checkout Patio on Main Floor (all patio doors should be locked)**

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

➤ **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 the loft area and the stairs
3. Vacuum by the patio door in the lanai area, move on to the master bedroom, work your way back out of the room (Example S). Next vacuum the living room, dining room, double queen room and work your way out of the unit. Vacuum the hallway room entry area if necessary
4. While vacuuming and 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
5. 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 T)

Example S



Example T



6. Vacuum under and around all of the beds. You will need to get down on your knees to do this properly and look under the beds to insure that it is clean
7. Be sure to vacuum the all closets, master bedroom, pantry and double queen
8. **DO NOT** attempt to vacuum up large items. You will need to pick up those items by hand, such as: bottle caps, pens, coins, socks, max pax wrappers, etc.

9. If there is dirt left behind on the floor that the vacuum will not pick up, such as food, this will need to get scrapped off of the carpet and cleaned. Leave no crumbs or food on the floor
10. If there are issues such as spots, stains, vomit etc. the carpet will need to be cleaned.
11. Wrap your vacuum cord each time you have finished vacuuming
12. **Never** yank the cord to unplug the vacuum, always hold the plug and pull from the outlet.

➤ **Stayover Vacuuming**

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

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

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

1. Check the entry door inside for the following items:
 - a.) Fire escape/state statute/room rate sheet
2. Entryway table (Example V)
 - a.) Chair next table

Example V



Example W



3. Entryway coat closet (Example W)
 - a.) 6 – Hangers
 - b.) Roll-away with pillow

4. Loft armoire
 - a.) 6 – hangers
 - b.) 1 – set queen sheets for sofa sleeper
 - c.) 1 – blanket for sofa sleeper
 - d.) 2 - pillows for the sofa sleeper with clean pillow cases
5. Loft nightstand between double queen beds
 - a.) Telephone with extension sheet and plastic cover on it
 - b.) Bible in drawer
6. Double queen room (Example X)
 - a.) 6 – hangers in closet
 - b.) Crib w/folded clean crib sheet (Example Y)
 - c.) Telephone with extension sheet and plastic cover on night stand between beds
 - d.) Bible in night stand drawer

Example X



Example Y



7. Breakfast bar counter
 - a.) Telephone with extension sheet and plastic cover on it
8. Mantel in living room and mantel in lanai
 - a.) No smoking sign
 - b.) TV remote
9. Nightstand in the master bedroom (Example Z)
 - a.) Telephone with extension sheet and plastic cover on it
 - b.) Bible in drawer

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

Example Z



10. Closet in master bedroom

- a.) 6 - Hangers
- b.) 2 – Pillows for the sofa sleeper with clean pillow cases
- c.) 1 – Set of queen sheets for the sofa sleeper
- d.) 1 – Blanket for the sofa sleeper
- e.) Luggage rack

11. End units with an extra single queen room

- a.) 6 – Hangers neatly hung in closet
- b.) Telephone with extension sheet and plastic cover on it setting on night stand
- c.) Bible in night stand drawer

12. 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

WILDERNESS ON THE LAKEHOUSEKEEPING TEAM JOB BREAKDOWN

➤ Team Leader Responsibilities:

- 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 closet and organized at the end of the day

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

Employee A would do the following unit cleaning:

- 1.) Strip kitchen if not stripped
- 2.) Clean & stock kitchen
- 3.) Clean & stock Jacuzzi
- 4.) Clean all windows
- 5.) Sweep entire unit
- 6.) Mop entire unit

Employee B would do the following unit cleaning:

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Clean & stock master bathroom
- 4.) Dust entire unit

Employee C would do the following unit cleaning:

- 1.) Assist in stripping unit if not stripped
- 2.) Assist in making beds
- 3.) Clean & stock guest bathroom
- 4.) Vacuum entire unit

When any of the team members are done with the job they were assigned to do, they will then proceed to help the rest of their group complete their tasks. Remember to work as a team!

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.

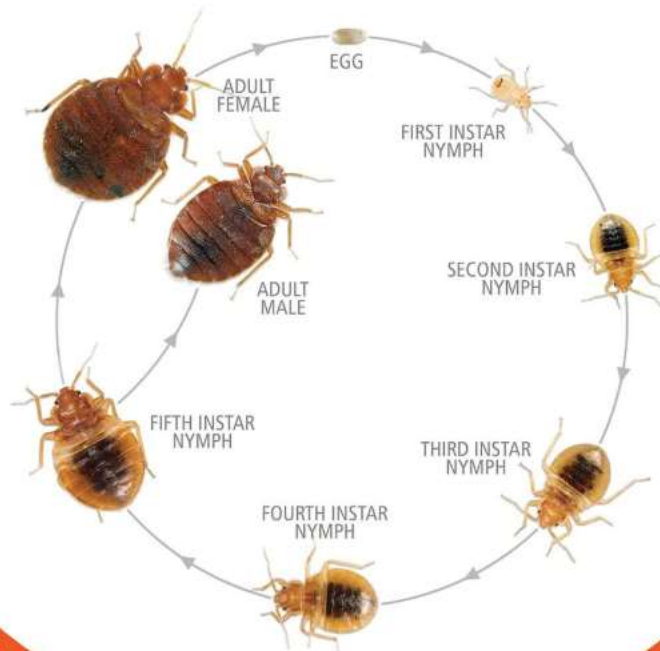


Shed Skin: Bed bugs shed their skin or molt to grow to the next stage of development. Bed bugs go through five stages of development before they become an adult.



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.