

Policy: Guest Room Cleaning Chronological Order

Section:	Guest Room Cleaning	Issue Date:	6/09/2020
Updated by:	Debi Streeter – Executive Housekeeper	Last Updated:	6/18/2020
Target Audience:	Housekeeping Department		

Policy brief & purpose:

Cleaning of the guest rooms in a chronological order to ensure that all areas are sanitized and clean in the same order. This is to ensure that nothing is missed or overlooked in the cleaning and sanitation process.

Process:

A. ENTERING GUESTROOM:

1. **PPE** (disposable gloves, mask, safety glasses or face shield) is **REQUIRED** on before entering guest room. You must wear the **PPE** throughout the guest room cleaning
2. Spray “**Sani Shield**” chemical on the door and door handle, avoid spraying onto SAFLOK reader area. Then wipe down with clean cloth/rag.
3. Knocking entry door three times and announce, “HOUSEKEEPING” before open the door.
4. Open entry door and spray “**Sani Shield**” chemical on the back of the door and door handle. Place doorstopper on the floor to hold door open.

B. BEDROOM:

1. Treat room as if it is contaminated, (whether it is clean and safe or not), spray “**Fresh Plus**” chemical in the air when going into the room.
2. Remove any remaining rubbish. Always be sure to use gloves when picking up rubbish/trash or emptying rubbish bin/trash can.
3. Inspect mattress(s) and pillow protector(s) (inner slip), blanket(s), bed pad(s) and bed scarf(s) for stains or damaged and replace it if soiled.
4. Wipe down headboard and all top, edges with a slightly damp, clean cloth/rag with “**Sani Shield**” chemical.
5. Make bed to Hotel standards (see “Bed Making” procedure).
6. Apply “**Sani Shield**” chemical on clean cloth/rag to wipe down all furniture and drawers (in/outside and handles), A/C vent, lampshades, light switch and knobs, picture frames, all glass tops on furniture, wall mirror etc.
7. Double check mirror and all glass tops to ensure there are no streaks or spots after cleaning
8. Check for items that may have left behind inside drawers, behind and under furniture. Also, on electrical wall outlets.



9. Disinfect the TV and TV remote, telephone, Radio/clock, A/C thermostat etc. with a slightly damp, clean cloth/rag using **"Sani Shield"** chemical.
10. Apply **"Sani Shield"** chemical on clean cloth/rag to wipe down guestroom compendium cover.
11. Apply **"Sani Shield"** to wipe down walls and baseboards with a slightly damp, clean cloth/rag.

C. BALCONY(LANAI):

1. Apply **"Sani Shield"** on clean cloth/rag to wipe down balcony sliding glass door, sliding door handle (in/outside), balcony glass panels, balcony railing and furniture.
2. Double check balcony glass window and sliding glass door to ensure there are no streaks or spots after cleaning
3. Check balcony for rubbish and sweep balcony floor, mop floor with **"Sani Shield"**.
4. Spray **"Fresh Plus"** chemical by misting to the drapery.

D. KITCHENETTE:

1. Apply **"Sani Shield"** chemical on clean cloth/rag to wipe down all cabinet(s) and drawer(s), (in/outside and handles), countertop, backsplash, shelves, glass cabinet doors, etc.
2. Clean and disinfect coffee caddy with **"Fresh Plus"** chemical before replenishing coffee, tea, sugar and creamer.
3. Clean and disinfect ice bucket and cover with **"Fresh Plus"** chemical. Replace ice bag whether if it is used or not.
4. Thoroughly clean coffee maker and microwave oven (in/outside) then disinfect with **"Fresh Plus"** chemical by misting and allow air dry.
5. Clean the coffee mugs with dishwashing liquid and hot water in the basin. Follow up with **"Fresh Plus"** chemical to disinfect by spraying the coffee mugs and allow to air dry before putting back to designated area, then place upside down.
6. Clean and disinfect the refrigerator with a slightly damp, clean cloth using **"Fresh Plus"** chemical.
7. Check for items that may have left behind inside drawers, behind and under appliances. Also, on electrical wall outlets.
8. For specialty suites, all dinnerwares, utensils, glasswares, cookwares etc. must be placed in the dishwasher to wash. Apply **"Fresh Plus"** chemical by misting before putting back to designated areas

E. GUESTROOM CLOSET:

1. Apply **"Sani Shield"** chemical on clean cloth/rag to wipe down closet sliding glass doors and frames.
2. Apply **"Sani Shield"** chemical on clean cloth/rag to wipe down iron and caddy in the closet.
3. Check the iron for debris or stains on the iron portion.
4. Apply **"Sani Shield"** chemical on clean cloth/rag to wipe down in-room SAFE, keyboard and the interior of the safe.
5. Report to SECURITY and HOUSEKEEPING if SAFE is closed.
6. Apply **"Sani Shield"** chemical on clean cloth/rag to wipe down light switch, closet shelf and clothes rack in the closet. Report to HOUSEKEEPING ANY missing clothes hanger(s). If needed, replace hangers.
7. Sweep closet floor and spray the closet floor with **"Sani Shield"** chemical then mop after.
8. Spray **"Fresh Plus"** chemical by misting to the hanger(s) and ironing board, then allow air dry.
9. Check extra pillow in the closet for use and neatness. Replace the pillowslip, whether used or not.
10. Place laundry bag and slip on the closet shelf.



BATHROOM:

1. Pre-spray toilet, sink, and shower with **“Sani Shield”** chemical to sanitize the room.
2. Remove all used or unused towels inside the bathroom and place in a plastic bags.
3. Discard all amenities; soap, shampoo, lotion and used toilet tissue etc. whether used or not.
4. Always use gloves when emptying rubbish bin/trash can.
5. Clean and disinfect bathroom sink counter with **“Sani Shield”** chemical.
6. Apply **“Sani Shield”** chemical on clean cloth to wipe down bathroom wall mirror. Double check mirror to ensure there are no streaks and/or spots after cleaning.
7. Clean glasswares with dishwashing liquid and hot water in the basin. Follow up with **“Fresh Plus”** chemical to disinfect by spraying the glasswares or coffee mugs and allow air dry before putting back to designated area. they place upside down.
8. Clean and scrub shower wall, grouts, faucet, shower valve, showerhead etc., and rinse excess cleaner. Apply **“Sani Shield”** chemical and dry surfaces with a clean dry cloth/rag.
9. Clean and scrub toilet bowl (in/outside), toilet seat and cover, toilet water tank etc., rinse excess cleaner. Apply **“Sani Shield”** chemical and dry surfaces with a clean dry cloth/rag.
10. Any cloth/rag used to clean or wipe the toilet must **NOT** be used on any other surfaces
11. Apply **“Sani Shield”** chemical on clean cloth/rag to wipe down bathroom walls, towel racks, door (front and back), doorframes and doorknobs, light switch, wall outlet etc.
12. Replenish bathroom amenities: soaps, shampoo, lotion, shower cap, shoe mitt, toilet tissue, towels etc. Double check for hair or stains on the towels before placing in the bathroom.
13. Scan all bathroom surfaces: sink basin counter, amenity tray, mirror, walls, ceiling, bathtub, toilet and seat cover etc. for hair. Remove any hair or spots that was missed during cleaning.
14. Sweep bathroom and room foyer floor thoroughly. Apply **“Sani Shield”** chemical onto tile floor and mop it
15. Spray **“Fresh Plus”** chemical by misting in the bathroom and high touch areas.

Final Additional Items:

1. Spray **“Fresh Plus”** chemical by misting the furniture, chair(s), ottoman and sofa bed etc. and high touch areas.
2. Vacuum carpet thoroughly, including under the bed(s) and follow up with misting the carpet with **“Fresh Plus”** chemical to sanitize it.
3. Lock balcony door.
4. When exiting the guest room, spray **“Sani Shield”** on a rag and wipe the entry door handles, both inside and outside handles.
5. Close the guest room door and check to make sure it is securely locked.
6. Remove and discard rubber gloves. Put on a new pair of rubber gloves before entering the next guest room.



Guest Room Cleaning

I have received and read the **Guest Room Cleaning policy** and agree to comply with it. I understand that if I do not comprehend any aspect of this policy, it is my responsibility to seek clarification. I understand that non-compliance with this policy may result in progressive disciplinary action, up to and including termination of employment.

_____/_____/_____
PRINT Name Signature Date

Department

