

Baymont Inn & Suites

Housekeeping Room Cleaning Manual

General Rules

- Each housekeeper must wear proper uniforms, including blue scrubs provided by hotel, nametags and closed-toe shoes. It is your responsibility to wash your uniform and be well-groomed.
- All check out rooms are to be cleaned first; stayovers are to be cleaned last unless requested by guest.
- Each room attendant will check every room not rented in her section to make sure room is in fact still vacant and clean. Front desk is to be notified immediately if there is a discrepancy.
- Housekeeping Carts are to be stocked at the completion of room assignments. Every cart will be stocked in the same manner every day as per the Housekeeping Cart guide. It should not matter which cart you get in the morning.
- You should be cleaning one room at a time. Do not jump from room to room. Only one housekeeper should be in a room at a time with the exception of training. (No “helping”)
- All rooms will be cleaned at an average of 28 minutes. These times will be posted in the laundry room weekly.
- All items needed to clean rooms should be on your carts. It is very important to not be walking back and forth from laundry room or front desk as your room time will go up. Use the phones in the rooms to call the laundry and notes on your room assignment sheets to maximize your room time. If you need the head housekeeper, communicate through the laundry person.
- No smoking is permitted in the building. You can smoke only in designated areas at the back of the building.
- Only one break of 15 minutes is allowed per day for smoking or eating. Any breaks longer than 15 minutes require you to clock out. If you finish rooms prior to 1 pm, no break is allowed.
- Do not remove or disturb guest’s personal belongings, unless they are deemed to be lost-and-found items. On stayover rooms, do not even open any of the drawers or the refridgerator. Clean around guest’s personal belongings. For bathroom toiletries, arrange in a neat manner on a wash cloth.
- Remember to fill up all bottles with machines or diluted bottles; don’t pour concentrated chemicals. Keep all bottles on mist.
- For your security, report any suspicious activities or situations in rooms to management immediately.

- Report all valuables in sight in stayover rooms to the head housekeeper immediately.
- Make sure to verify that the TV, DVD, Microwave, Fridge, Coffee Maker, Hair Dryer, Clock Radio, Telephone are in every room. Report any theft or damage to the front desk and mark on your room assignment sheet.

Stripping Beds/Linen

- The first thing to do every morning is to strip the beds for all rooms that are already checked out and all stayovers. We try not to knock on due-out rooms until 11 am.
- Knock with knuckles on door, announcing “Housekeeping” twice. If no answer, crack door and announce “Housekeeping” again. Always be polite to all guests! “Good morning, may I please remove your used linens?”
- For all due-outs, all used sheets and towels are to be removed from the room. For stayovers, we only remove used towels that are not hung up as part of our linen reuse program. On Wednesday and Sunday, we treat all rooms as due-outs, removing all sheets and towels from every room.
- Turn off all AC’s and lights as you strip. Make sure computer and monitor are off.
- Collect all room keys and return to front desk at end of shift.
- At 11:00 am, no one is to be cleaning rooms. You should be completing the stripping of all assigned rooms. Drop all linens down the laundry shoot. Knock on doors of all due-outs to check on when they plan on leaving. Always be very polite as these are our guests.
- Check all DND signs to make sure the guests are not due-out. Mark “DND” on rooms that have the signs on the doors and for those guests that request no service.
- Place blankets and throws on chairs, never placing them on the floor.
- Check under bed skirts for any debris and remove.
- Remove soiled towels, never using them to clean as rags.
- Drop soiled linen and terry down the laundry shoot once all possible rooms are stripped. Never mix rags with room linens. Rags are not to be dropped down the shoot.
- Once you have stripped a room, place the letter “S” on your room assignment sheet.
- Make sure laundry shoots are closed at all times not in use.

Entering the room

- Knock with knuckles on door, announcing “Housekeeping” twice. If no answer, crack door and announce “Housekeeping” again. If no one answers, slowly open the door. Block the door with cart to leave room for guests to walk by. Always be polite to all guests! “Good morning, may I service your room now?”
- Block the door with cart to leave room for guests to walk by.

Spraying the bathroom

- Before spraying, use your swiffer to remove hair from floor.
- Use Bathroom Cleaner, making sure the bottle is on mist.
- First, spray the shower walls from top to bottom, side to side.
- Spray all of the chrome, the curtain rod, and the shower curtain -- inside and out, top to bottom.
- Spray inside of the tub completely.
- Spray the outside face of the tub.
- Spray toilet top to bottom, including bowl and under rim. Don't forget behind the toilet as well.
- Next, take the coffee pot and strainer (if used) and place them in the sink.
- Take all used ashtrays and dump ashes into trash on cart and put them into the sink.
- Spray the vanity area and sink, including the coffee items and ashtrays. Also spray both trash cans.
- The chemicals will be left alone to work for at least 10 minutes.

Remove Trash-Prepare room

- Turn on the entrance switch light to make sure it works and check for DND sign on door.
- Carry caddy and bed linen for room in with you.
- Open the drapes all the way while cleaning the room.
- Turn on all lights in the room and open drawers. Change any burned out bulbs.
- Turn on the tv with the remote and turn it back off to ensure that it works.
- Eject DVD to make sure it is empty and make sure cables are plugged in.
- Turn on the bathroom light and vanity light. Check the make-up mirror and hair dryer to make sure it works. Check the TV in bathroom also.
- Place your caddy on the kitchenette top so that you can access it quickly.
- Clean out all of the trash from the bathroom and living room.
- Pour any liquids into vanity sink before throwing containers away.
- Put any lost and found items in laundry bag and mark room number, date and your name. Give to the head housekeeper at the end of your shift. If items are valuable, then report to head housekeeper immediately by dialing front desk.

Dusting

- Using your dust buster, dust all ledges, such as mirror tops, picture tops, lamps, door ledges, headboards, microwave shelves, drapes, clothes rack, etc.
- Start at the left of the room and work around clockwise top to bottom.
- Make sure to reach all corners in the room.
- Dust the TV and Computer with duster and no liquids.
- Never spray or wet your dust buster.

Bathroom

- Wipe down shower curtain, replacing if not able to be cleaned.
- Use dry rags to remove any hair from tub, vanity, or floor.
- Spray tub walls, fixtures, including all grout and caulking. Wipe clean with wet rags, using shower scrub brush as needed.
- Use scrub brushes to clean all corners and crevices.
- Wipe down door and towel racks with wet rag.
- Flush toilet, spray toilet inside and out, and brush toilet with toilet brush. Rinse toilet brush in toilet and flush toilet again. Wipe clean entire toilet, from tank, down to seat and the base of the toilet.
- Wipe down vanity splash rail ledges, top, and sink, wiped side to side. Buff out the faucet chrome.
- Use damp rag to wipe down hair dryer, telephone and make-up mirror. Check these items to make sure they work.
- Clean ashtrays and place both on the kitchenette counter.
- Use Chrome Cleaner to buff all Chrome, including shower head and faucets.
- VIP fold the toilet tissue and replace as needed.
- Spray and wipe down mirror in same manner as all mirrors.
- Clean the bathroom door if necessary.
- Place the towels and amenities in the room as shown. There should be 3 bath, hand, and wash cloths. There should be 1 bath mat in all rooms hanging over the ledge of the tub with a soap bar on it and rubbermaid mats in all jacuzzi rooms.
- Use Floor Cleaner to spray bathroom floor and immediately wipe clean on hands and knees. Make sure to reach all corners and behind toilet.
- Make sure that there is not any hair anywhere in the bathroom as you finish.
- Don't use bathroom rags elsewhere in the room.

Making Beds

- The beds will have already been stripped with the blankets and pillows stacked neatly on the chair or sofa --- never on the floor or the a/c.
- Make sure bed skirts are clean and properly positioned.
- The mattress pad should be flipped daily and inspected for stains and hair.
- Place fitted sheet over the mattress pad.
- Then place bottom flat sheet on bed, blanket, and top striped sheet on bed. At top of bed, fold bottom sheet over blanket and then top sheet over both the bottom sheet and blanket. The edge should be 12 inches from the headboard. Tuck all 3 pieces all around the bed, using hospital tucks on the corners. Do all 3 of these one side at a time, finishing one side before the other.
- Place pillows on bed with an envelope tuck facing in.
- Place folded bed throw at base of bed and put GM letter on it.
- Inspect all sheets for stains and hair as you make the beds.
- Inspect bed throws and decorative pillows for stains and hair.
- Always check underneath bed for trash.

Cleaning the living room

- Start to the left of the bed and clean around the room clockwise.
- Clean the phone thoroughly, untwisting the phone cord and checking for dialing instructions. Check dial tone and wipe down handset. Place pen and pad and channel tent card in position and place bible and phone book in the drawer. Make sure clock is set. Put "who done it" card on night stand.
- Clean all pictures and mirrors with Window Cleaner on mist. First outline the surface and then wipe side-to-side.
- Clean all surfaces and drawers, including credenza, night stands, desks, tables, cabinets, doors, lamps, etc. Use Bedroom Cleaner on mist and wipe with the grain. The lamps must be straightened with the seams to the back and shades straight. Make sure every drawer is opened and inspected.
- Clean the A/C: Beginning with window stool, lightly mist the stool and a/c completely with Bedroom Cleaner. Make sure to clean the a/c control panel thoroughly. Wipe the entire unit. Use rag to remove any smudges on the inside of the window.
- Clean the half moon area around the entrance door lock, ensuring that there is a do not disturb sign on the door.

- Do not wipe or spray anything on TV or Computers. Mark any smudges on these on your room assignment sheet and let head housekeeper clean them with approved methods. Place the Wyndham Rewards tent card and remote on top of the credenza. The TV should be parallel to the credenza.
- Check behind furniture and under chairs for debris and remove.
- Position all chairs, furniture and marketing materials in room.

Kitchenette

- Use Bedroom Cleaner on mist to clean all surfaces. Clean the microwave (if used) inside and out, the ice bucket (if used) and the fridge (if used) inside and out. Also spray the counter and coffee maker if dirty.
- Wipe down everything from top to bottom, inside and out, including the coffee items in the sink. Put the coffee maker, coffee basket and ice bucket into position.
- Check time on the microwave and adjust if necessary.
- Place 4 regular hangers on the living room side and 2 skirt hangers on the vanity side with 2 laundry bag hanging on the bars. Wipe down rack with a damp rag.
- Make sure iron and board are in position. Iron cord should be neat.

Finishing - Vacuum

- Use Air Freshener on mist and spray in the following manner: 3 sprays above shower rod, 3 sprays over each bed, and 3 sprays at entrance. Contact head housekeeper if smell is still bad.
- Use broom to clean out any debris behind furniture.
- Properly vacuum the floor from back to front. Never jerk cords out of receptacle and keep cord untangled. Make sure bags are not full. Vacuum cleaners will be kept clean at all times. Take care of them.
- Turn off lights as you vacuum
- On check-outs, turn off a/c. On stayovers, put a/c on medium setting.
- Close blackout shades all the way.
- Use room setup card to make sure all items are in position and quickly inspect room. Mark any maintenance needs on your room assignment sheet.
- Mark "C" next to room once cleaned. So it will be marked "SC" Stripped and Cleaned. On to the next room!