



Preparation



Cleanliness



Supplies



Service



Tools

Cleanliness of the bathrooms

Published: March 2012

Updated version: March 2012

Code: 99-00-03-PR-E-03-00

Objective and scope

The objective is to define the correct procedure of the daily cleanliness of the bathrooms before the arrival and during the stay of the guest.

This procedure applies to all the Housekeeping staff.

The Housekeeper will be in charge of demonstrating the staff how the bathroom cleanliness should be organized and the chambermaid will be responsible for maintaining the bathroom clean and in perfect condition.

Summary

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1 Operative

Responsible: Chambermaid, Housekeeper

1.1 Guidelines for the correct cleanliness of the bathrooms

In order to ensure the proper service, the housekeeping staff should follow the guidelines listed below.

The guidelines include photographs of the NH standards to demonstrate how the room should look like upon the arrival of the guest.

It is important to take special care and pay attention to the details in order to ensure the cleanliness has been thoroughly completed.

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Glasses

Wash with a sponge to be used exclusively for this purpose. Dry well with a towel for this purpose, never use guest towels.

Place the glasses over the coaster with a plastic sealed glass inside.

The glasses should be placed on the opposite side of the amenities.

The toilet

The toilet from inside:

Spread the product with the toilet brush or the scouring pad intended to be used only for this purpose.

Flush the toilet and rinse the toilet brush.

The toilet on the outside:

Clean the toilet lid including the hinges and the handle.

Clean the drains and the bathtub stoppers.

Use the scouring pad to clean and then rinse with a cloth and hot water.

Dry with the cloth intended to be used only for this purpose. (Do not use under any circumstance the towels)

Close the toilet lid once finished cleaning.

Toilet holder:

Clean the toilet holder paying special attention to the upper part.

Toilet Brush (if apply)

Clean the glass for the toilet brush and remove the water from it. It is necessary, replace the toilet brush. If yellow or brown stains appears guests can complaint.

Bidet / Sink and bathtub

Use the scouring pad to clean and then rinse with a cloth and hot water.

Dry with the cloth intended to be used only for this purpose.

Check the condition of the silicone in order to notify the Maintenance staff.

Once the shower has been cleaned, leave the tap in the position ready for the water to flow out of the bathtub. Verify that on the tap there is no lime left.

As for the sink, the tap should be left in the position of the cold water fulfilling the recommendations established for saving by the Environmental Department.

Mirror, shower cabin, shower curtains and countertop

Sprinkle the surface with the approved/standardized product.

Polish the taps so that nothing is left dripping.

Dry with a clean cloth to avoid leaving traces of the product which may cause a stain when dried.

Dirty shower curtains must be replaced.

Tiles, telephone, tissue dispenser and other elements

Do not forget to clean.

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Check that the tissue dispenser and the hygienic bags are filled up:

- Tissue in the dispenser (if available). The first tissue should be folded in a “V” shape.
- Hygienic bags in the dispenser. (Subject to the availability of this item)

Check that the hair dryer and the cable are clean and that the hair dryer works properly. Otherwise, inform the maintenance department.

Check the approved environmental flyer concerning the change of towels. If the sign is not deteriorated, otherwise replace it.

Bathroom amenities

Clean the tray before setting up the amenities.

In case of stayovers room, the replacement of the amenities should be done only when the consumption is more than the 50%.

Wastepaper basket

Check if the wastepaper basket has been used and if so change the bag.
Clean the bin if is necessary.

Stool

Clean the stool using a wet drapes and it should be placed on the right place.

Towels

Before hanging the towels, they should be checked that they are in good condition, otherwise replace them.

The frequency in the change of the towels will be the following:

- If the client deposits the towels on the hanger or on the towel rail (or on top of the bathroom countertop in those hotels that do not have the hanger or towel rail), **do not change the towels**. Only place them neatly where they have been placed.
- If the client deposits the towels on the floor or inside of the bathtub or bidet, the chambermaid will remove them and **they will be changed**. It is important to pay attention to this request, because the guests can complaint.

If the client leaves the towels on the hanger, towel rail or on the bathroom countertop so as for them not to be changed and the chambermaid considers that they are very dirty or wet, the towels will be changed.

The towel rails should be cleaned.

The towels will be placed on the corresponding towel rails with the logo facing outwards and at the same level.

Tiles

The Chambermaid should clean the tiles located besides of the bathtub and behind the bathroom fittings



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Floor

Mop the floor paying special attention to the corners, use a bucket and a mop to clean the floor and mop towards the door. Afterwards, floor surface will be vacuumed

Do not use mops for dry surfaces that do not reach the corners adequately and leave fluff on the floor.

Dry the floor after it has been mopped.

To finish up / final step

Before leaving the bathroom, check to see if everything looks clean and that all the elements have been correctly placed.

1.2. Critical points

Following are important points which we must pay special attention to in order to ensure guest satisfaction. Any change or alteration of these elements can convey a wrong image of our service:

- Interior, exterior, bottom edges, bottom part of the toilet lid, backside of the WC.
- Bottom part of the soap dishes. *
- Bottom external part of the sink.
- Filters, drains, bathtub stoppers and chains.
- Bottom part of the curtain shower or shower. *
- Shower rail. *
- Shower head blocked with lime particles and the rubber broken. *
- Shower hose coiled up on the faucet or broken. *
- Tiles near the bathtub and behind the bathroom fittings. *
- Dirty glasses. *
- Accumulation of dust and hairs behind the door.
- Handles of the bathtub in the position of the shower. *
- Hairs. *
- Packaging of the amenities in bad conditions.
- Dripping faucets not closed well. *
- Wastes (hairs, etc.), embedded dirtiness (grease, rust, etc.), yellow stains. *
- Do not leave any signs or traces from the previous client especially from the toilet, bathtub and sink. *
- Bad odors.
- Toilet brush without hairs, yellow or brown stains.
- Shower curtains.

* Important aspects highlighted in the Golden Points of the Mystery Guest.

Always try to cover the expectations of the guest concerning the cleanliness, disinfection and tidiness. Therefore, it is important to use the products that will ensure these results for the guest.

2 Workplace Management Responsibility for Accident Prevention

Responsible: Housekeeper, Chambermaid

Following are instructions to avoid any accident during the cleanliness of the bathrooms:

Pay special attention to the water spills in the bathroom. Eliminate them before starting to work.

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Clean the bathtub and the shower stall always from the inside of the bathtub by placing a towel or bath mat to avoid slipping and falling.

Do not use the furniture of the room (stool) or the edge of the bathtub to reach or clean high areas (mirrors). Use the 3 step ladder or the cleaning items which include an extensible handle.

When cleaning the toilet and the bidet keep your back straight and bend your legs.

When sweeping, cleaning and vacuuming, make lateral movements and avoid any positions which require bending your back. Use items with handles of sufficient length.

To clean the bathroom, it is obligatory to use nitrile gloves (blue) and safety goggles to pour the cleaning products.

When emptying the wastepaper baskets and the garbage bags, do not place your hand inside as it may result in cutting yourself with a sharp object. The wastepaper basket should be lifted with both hands from the outside and emptied out in the garbage bag of the trolley.

3 NH with the Environment

Responsibles: Housekeeper, Chambermaid.

When cleaning the bathrooms you must try to be moderate in the use of the cleaning products, follow the dosages recommended by the manufacturer and also limit the use of water.

Cold water should be used, in the case of the hot water leave the taps opened the least time possible, using only what is needed; this will save on energy costs for heating water.

"Did you know that...leaving the water running for 5 minutes wastes 20 liters of hot water, so if this is done in 100 rooms, 2000 liters are wasted"..

When cleaning the toilet, try to flush only when it is necessary and use the dual flush toilet button if this is available. One flush wastes 7 liters of water.

Before considering the room finished, check for water leaks or drips in the faucets and also check if there is any disruption in the water flow of the toilet once the deposit has been filled.

Furthermore, a new plan has been designed in order to reduce the frequency of the linen washing. With the environmental plan, NH has reduced the water consumption in more than the 28%.

This plan offers to our guests the opportunity to choose that the towels are changed during their stay. For informing this, a display has been designed that it should be in an easily visible place in the bathroom.

To throw away in a correct way the waste, consult the instructions for Management of waste from the Environment and Engineering Corporate Department.

4 Related procedures

Management of the inventories and storage of the laundry

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5 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	Operations Control Director Chief Operations Officer	Anja Loijens Ramón Aragonés	March 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy & Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 26/03/2012