



Preparation



**Cleanliness**



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## Cleanliness of the common areas

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### Objective and scope

The objective is to define the procedure of the cleanliness of the common areas to ensure that these areas are always in excellent conditions: clean, tidied up and periodically checked.

The staffs mainly in charge of carrying out this procedure are the Management, the Housekeeper and the Head of Maintenance although all the staff members must keep the property clean and well maintained.

### Summary

- 1 Planning / Organization
- 2 Operative
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  - 2.2 Restaurant, bar and meeting rooms
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### 1 Planning / Organization

#### **Responsible: Chambermaid**

In order to maintain the common areas of the hotel in perfect condition, the Housekeeper must carry out a plan to organize the cleanliness of these areas. A well-structured cleaning program is the guarantee for achieving an excellent result.

Each area of the hotel will have its opening and closing hours which will be taken into account for the cleanliness. With regards to the areas that do not close at any time, the cleaning will be done at a convenient hour which will not disturb the guests.

In order to carry out this program, is necessary to take into account all the hotel areas and items. The cleanliness frequencies will be defined based on each staff structure.

In case of outsourcing, the cleaning plan should be organized with the supervisor in order to maintain all areas in perfect condition.



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The **recommended frequencies** are:

FROM 1 TO 3 TIMES A DAY (When it is required)
Reception Area, Entrance door area , Toilets of the Reception area, elevators
Restaurant, cafeteria, bar and meeting rooms
Toilets of the restaurant, cafeteria, bar and the meeting rooms

MONTHLY
Switches, plugs and cables
Vacuum the carpets, and the furniture of the restaurant

DAILY OR WEEKLY
Meeting rooms, terraces and gymnasium
Windows and window-ledges
Vacuum (moving furniture)
Wall lamps, lamps, spotlights, and frames
Grilles/air conditioning grilles and emergency lights
Guest lifts/elevators (with a protective layer for stainless steel)
Walls of the guest toilets, wardrobes, sauna and Jacuzzi
Pedestal of the WC and underside of the sink
Walls of the terraces
Staircases of the guests
Gym equipment, sunbeds, tables and chairs
Clean the walls of the meeting rooms, curtains of the meeting rooms and net curtains
Locker rooms of the employees

QUARTERLY
Washing of the sofa slipcovers, armchairs, etc.
Carpets of the hall
Walls of the reception and hall
Ceiling of the hall, meeting rooms and gymnasium
Wooden buffet counters and the TV area
Curtains and net curtains of the meeting rooms and hall

BIANNUAL OR YEARLY
Polish and wax the meeting rooms and hall
Polish the guests staircases
Panoramic windows and of the terraces
To lacquer and varnish the terrace furniture

Taking into account these guidelines, the Housekeeper must elaborate a plan for the cleanliness of the common areas with the chores to do, timetable schedule and provide a reasonable time limit for each activity which afterwards will be registered in the template *[“Planning for the cleaning staff of the common areas.xls”](#)*

The time assigned to complete the chore can obviously be affected by unforeseen circumstances, therefore, always leave the observations box next to each task so that the corresponding staff member can complete it.

In addition to the “fixed” chores to clean, the Housekeeper will take note of other tasks not previously planned. (Example: cleaning of the meeting rooms with the time schedules, in case the rooms are occupied) and the “projects” that need to be carried out for the preventive cleaning. Consult procedure *[“Preventive Cleaning”](#)*.

If there are two shifts assigned for the cleanliness of the common areas (morning and afternoon), the person responsible during the morning shift will take note of the unfinished tasks to pass on to the cleaning staff of the afternoon shift.

On templates epigraph are two possible examples of Cleaning Schedule Plans depending on the size and the facilities of the hotel. One template must be chosen and adapted to the needs of the hotel which will then be obligatory to use.

*Organization Department – [Cleanliness of the common areas](#)*



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## 2 Operative

### Responsible: Chambermaid

The common areas reflect the first impression of our guests and therefore are one of the most important areas.

The main common areas are:

- Reception / Hall
- Lifts / Elevators
- Restaurant, bar and meeting rooms
- Toilets
- Parking area
- Spa area

The following points explain the image we must convey of the common areas and what should be done. If these guidelines are strictly carried out, it will be possible to standardize the cleanliness of the common areas and obtain a great first impression to guests.

Following environmental sustainability criteria, we will use the necessary resources for the cleaning, without wasting either chemical products or water.

#### **2.1. Cleaning of the Reception / Hall**

Cleaning should be done at least once every shift and more often if is necessary so as to maintain an overall good impression of the cleanliness. However, it should not be carried out at peak hours when there is a lot of guest movement. If possible, the cleaning will be done first thing in the morning before the check out of guests and during the first afternoon shift.

- All the carpets, windows, mirrors, walls, wastepaper bins, and the furniture should be dustless.
- The counter of the Reception should be clean.
- Beware of a neutral odor in all the Reception / Hall area (no kitchen, meal odors).

#### **2.2. Restaurant, Bar & Meeting rooms**

- The Restaurant, bars and cafeterias will be cleaned as often as the main services are carried out in these installations.
- The cleanliness of the restaurant will be done regularly and especially after each service.
- The mirrors and the windows will be clean.
- The switches and plugs will be clean.
- The frames/paintings will be cleaned and placed correctly.

#### **2.3. Public Toilets**

- They will be cleaned and the toilets will be checked frequently (minimum three times a day).
- The intervals between each cleaning session should be adequate.
- The toilets will be disinfected frequently.
- The corresponding soap and amenity items will be placed.
- During each shift, the following will be checked for: Towel dispenser, hot air hand dryer, boxes of tissues, the toilets, the sinks, the soap bars, the toilet paper and hygienic bags (when apply).
- An additional wastepaper bin will be placed in the women's toilets.

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- An air freshener will be used for the toilets.
- Sufficient towels will be provided (if available).
- The basket used to deposit the towels will be clean (if available).
- The ceiling and the ventilation are clean.
- The toilet paper will be folded in a “V” shape and another spare one will be provided.

## 2.4. Spa area

It is important to take into account if the Spa area is subcontracted or not. In case it is managed by a third party, it will not be the duty of the Housekeeping department of the hotel to clean and disinfect the Spa area.

If in case, the service is not subcontracted:

- The Spa area will be frequently checked.
- The showers will be cleaned frequently as well as the chairs and the rest of the equipment which also should be cleaned.
- The floor will be cleaned frequently.
- The mats will be maintained clean.
- The lockers will be cleaned and maintained in good condition.
- The tiles will be cleaned and without any cracks.
- The wooden benches will be cleaned.
- The emergency doors will be free of any obstacles and correctly illuminated with the emergency kit available.
- The solarium will be cleaned with disinfectant spray.
- Tissues will be placed.
- Sufficient towels will be provided.

## 2.5. General

All the lights and emergency exit signs will be checked by Maintenance although they must also be checked to clean the dust. In case they do not work properly, (as stipulated by the current legislation), report it to the Maintenance Department. \*

- Periodically clean the NH LOGOS at the main entrance (even if the cleaning is subcontracted, it is important to conserve a good image and cleanliness). \*
- Always, whenever possible, the cleaning of the common areas should be done without the presence of the guests.
- If the guest approaches an area which is being cleaned by the employee, the employee will offer the guest another alternative.
- Try to keep the noise level as low as possible.
- Place a sign informing the guest that cleaning is in progress in the common area.
- All the corners, heating appliances, curtains, tables, sofas and chairs in the common areas will be cleaned, correctly placed and maintained in good condition.
- The trash bins and the ashtrays of the areas will be emptied, cleaned and maintained in good condition.
- All the office doors will remain shut. \*
- The office doors will be kept shut and clean.
- The planning of the cleaning will be carried out in accordance to the corresponding current legislation.
- The clean areas will be ventilated frequently.
- The stairs and the emergency exits will always be free of any obstacles. \*

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- Every person who handles chemical products should follow the corresponding instructions.

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

### 3 Related procedures

Preventive cleaning  
Inspection of common areas

### 4 Templates and file

One of the following templates must be chosen and adapted to the needs of the hotel.  
It is obligatory.

Template	Responsible	File Period
Planning for the Cleaning staff of the common areas (A)	Housekeeper	12 months
Planning for the Cleaning staff of the common areas (B)	Housekeeper	12 months

### 5 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations ( <b>Process Owner</b> )	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