



Preparation



Cleanliness



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Service



Tools

Cleanliness of the rooms

Published: March 2012

Updated version: March 2012

Code: 99-00-03-PR-E-02-00

Objective and scope

The objective is to define the correct procedure of the daily cleanliness of the rooms 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 room should be organized and the chambermaid will be responsible for maintaining the room clean and in perfect condition.

Summary

- 1 Operative
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 - 1.2 Critical points
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- 2 Workplace Management Responsibility for Accident Prevention
- 3 NH with the Environment
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- 5 Procedure validation

1 Operative

Responsible: Chambermaid

1.1 Guidelines for the correct cleanliness of the rooms

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

Before entering the room

1. Start by cleaning the unoccupied rooms and those that can be cleaned.
2. Continue with the rooms that display the sign "You may enter".
3. If you find the "Do not disturb" sign continue with the other rooms until notified either by the guest, the Reception or the guest changes the sign to "You may enter".

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When the housekeeping shift has finished, and if the guest has not changed the “Do not disturb” sign, the housekeeper will leave a note underneath the door, where it will be specified the cleanliness service schedule and/or the possibility to contact Front Office if the guest needs towels, amenities, etc.

When the cleanliness shift has finished, the Housekeeper will be responsible for informing to Front Office about the rooms with “Do not disturb” sign and put the correct status (DND) in the system.

After 24 hours without cleanliness service, the Housekeeper will contact the guest. In case we obtain an answer from the guest, the housekeeper will inform to chambermaid to clean the room. In case we don't obtain answer from the guest, the housekeeper accompanied by a second person will enter into the room for checking the room status and inform the general manager.

Once it has been decided on how the cleanliness of the room should be organized, be careful on how you enter the room since any mistake can result in a guest's complaint.

Before entering the room, knock two times slowly and deliberately and announce yourself: “Housekeeping, Good morning” so as for the guest to have sufficient time to respond in case he/she is in the room.

In case the guest is in the room, the employee will identify himself/herself and will return later to clean the room and leave by apologizing.

If the guest is not in the room, hang the sign of “Personnel Cleaning in the room” on the door and start by cleaning with the door shut.

Two exceptions are considered for maintaining the door opened:

- a) In case of check out rooms, the door can be opened.
- b) In case the guest decides that the cleanliness of the room can be done while he/she is in the room, the cleanliness can be done with the door opened and always with the sign of “Cleaning personnel in the room”. In case of smoking rooms, the cleanliness can be done with the door opened in order to make ventilation easier.

Cleanliness of the room

We mark the difference between stayovers and check out rooms. Actions mark in blue is not necessary to clean in stayovers rooms unless is necessary.

When entering the room

Turn off the air conditioning and/or the heating when you enter the room.

Start by cleaning clockwise and from up until down in order to avoid forgetting any item needed to be cleaned.

Draw the curtains and open all the windows, terrace doors, balconies to ventilate while cleaning and to avoid unnecessary odors to the guest. Also remember to open all the drawers, closet doors and night table drawers to check for left items in the unoccupied rooms. It is important to pay special attention to the smoking rooms.

Remove the dirty linen from the room and the bathroom and shake them in case any left item has been left and place them on the trolley (never place them on the floor).

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If guest has left the towels on the towel rail, do not change them as stipulated by the Environmental Department.

Open the minibar and take out the glasses in order to be washed (si aplica).

Enter the bathroom and spray with the cleaning product.

Flush the toilet.

Flush all surfaces and leave the product the recommended time to take action.

Empty all the ashtrays and the wastepaper baskets.

Remove garbage correctly separated.

Remove the food and beverages and take them to the correct place.

Bed

Change of sheets

Considering the environmental commitment, the change of the sheets and pillow cases for any type of room or guest in all the hotels will be carried out as follows:

- 5 star hotels: The change of sheets will be carried out **every two nights**.
- Rest of the hotels: The change of sheets will be carried out **every three nights**.
- Duvet cover: Depends on the decision in each BU.

Nevertheless, if the chambermaid finds any stain or sheet torn, or the sheets are very wrinkled, etc, they will be immediately removed and changed.

The Housekeeper will be in charge of controlling the changes of the sheets of the rooms by the Housekeeping module, EHKGOBER2 report.

Stayovers beds have to be in turn down situation, opened one or both sides (optional).

If the guest has used the blanket in the closet, use it as a bedspread for the night since it clear that the guest has used it and will continue to use it during the stay.

Do not forget to put off the brakes of the bed.

Changing the sheets in the apartments should be as agreed with guests.

Checked out room:

The bedspread night should be changed, the cushion case, sheets and the pillow cases once the guest has left the hotel.

Change of the bed linen. The bed will be made without any turn down service.

The beds will be made up the following manner:

First of all, check that the beds do not have the brakes on so as to avoid any possible injuries.

In case the rooms have more than one bed, they should be separated by sufficient space to locate any item that could have been left by the guest.



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Encase the cover mattress.

Level the bottom and top sheet by the sides without tucking any edges and smooth with hands to leave no wrinkles.

Even out the sheet by the sides leaving a quarter of the sheet away from the headboard and do not tuck in the edges.

Fold over the top sheet and make hospital corners.

The beds should be covered with a decorative bedspread or with a night bedspread without any wrinkles and perfectly clean.

The decorative blanket will be folded and placed at the end of the bed (if available).

Do not forget to put the brakes of the bed.

Bed supplies:

Winter/Autumn: Cover mattress, sheets, blanket, pillow, pillow cases and bedspread cover/Duvet.

Summer/Spring: The supplies should be the same as in winter with the only difference being that the blanket will be left in the closet instead of placing it on the bed.

The hotels that have the option of the decorative blanket will place it folded at the end of the bed only when the temperature outside is cold. Optionally and if available, a decorative cushion can be placed on each pillow.

Cleaning the dust

Spray all the surfaces and give the cleaning product the recommended time to work.

Bedside table

[Clean and open the drawers to check they are empty.](#)

Bedside table with the telephone:

Clean the telephone paying special attention to the receiver and the cable.

Untangle the cable and make sure it placed around the telephone.

Check the condition of the Mini-block, and replace it in case there are 2 or less sheets available. If contains 3 or more sheets in good conditions leave it for the new guest to use.

Check pen/pencil and replace it if necessary.

Opposite bedside table:

Smoking room: According to the law, for smoking room it is obligatory to place the approved/standardized sign "Smoking Allowed" to those corresponding rooms. The item will be the same regardless of the brand.

Desk and chair

[Clean and/or open the drawers to check the interior.](#)

Desk:

Clean the dust by lifting all the items and placing them back to its corresponding place.

Clean and check the condition of the items that should be placed on the desk.



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Underneath the desk:

Wastepaper basket: In those hotels where the coaster of the wastepaper basket is in poor condition, it will be replaced by another one in good condition.

Closet: Cleanliness and replacement of material

All the drawers should be opened in the unoccupied rooms to check for left items.

Check that all the items are displayed.

Dust cleanliness

Lamps:

Clean all the components of the lamp and check if there is any broken light bulb. In case, the light bulb is broken, call the Maintenance Department.

Headboard:

Clean the upper part.

Television:

Clean the back side and the screen and underneath.

Minibar (in those hotels housekeeping department replace them)

Check and replace all the products according to what it is needed.

Verify the expiration dates.

Make sure that the glasses are clean and that the napkins are in good condition.

Place the products with the labels facing the front side.

Make a note of the list of products consumed by the guest in order to inform the Reception afterwards. To do this, use the template "[Minibar consumptions control.xls](#)".

Special attention

Paintings, mirrors and doors: Clean the frames and the glasses.

Telephone:

Clean the receiver.

Check the extension numbers (if available)

Untangle the cable if it is necessary.

Door knobs and handles: Check and clean so that there are no fingerprints.

Wall and carpet: Clean the stains of the wall and the carpet.

Safety deposit box

Leave it ajar if it is located in a safe place.

Check to see there is a sticker indicating the instructions.



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Floor and curtains

Vacuum daily thoroughly moving the beds and underneath.

Afterwards, mop the floor in those hotels that do not have carpets.

Draw the net curtains and leave them half-opened. Maintain them always clean and correctly placed with all the hooks in perfect conditions.

Verify that the foscurit (blackout) curtains are not ripped to prevent the daylight from coming in.

Switch on the lights and the TV to check if they work properly and then turn them off.

To finish up / final step

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

- Remove all cleaning products and materials
- Close the windows and curtains, the foscurits will be half-opened and blinds at a medium height
- Switch on the lights in the headboard and the corridor (central light system)
- Check if the thermostat is switch off
- Spray with the air freshener
- Leave the door of the bathroom and corridor half-opened
- Have an overview to the room and the bathroom to check if the sign are well located and also the corresponding elements
- Close the door carefully for not annoying the rest of the guests

In case of rooms incidences will be notified to the housekeeper who will contact to maintenance service following the corresponding procedure *"Breakdown management"*

1.2. Critical points

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

- Receiver of the telephone: it should not be dirty or smelly
- Dirtiness underneath the beds
- Inside of the drawers (dust, and left items)
- TV Channels well tuned *
- Telephone cables and lamps: tangled and dirty
- Plug in devices not in the correct place
- Ripped curtain hooks
- Proper functioning of the ventilation system *
- Curtains that do not close well
- Loose chair legs
- Dust on baseboards
- Lack of the "Do not disturb sign"
- Lack of door sign, "Ready for Breakfast" (wherever available)
- Daily bedspread with stains or wrinkled*

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



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1.3. Do not forget

Checked out room:

Open all the drawers and carefully check that no personal left item is found from the guest who had just occupied the room. Change all the sheets and towels as well as the night bedspread.

Guest room:

It is important not to leave any room unattended.

Leave all the belongings of the guest exactly how it was left. Tidy up what you find on top of the bed, on the chair or on the desk. Fold the pyjamas and place it on the chair (do not leave it next to the bedspread. If there is dirty laundry, leave it aside where it was.

Do not throw anything which is not found in the wastepaper basket, and or in the ashtrays. If you find a valuable item in the wastepaper basket or in the ashtray, do not throw it away either. Place the item in a visible place for the guest to notice it and wait to see if the guest will throw it back in the wastepaper basket. (Notify the supervisor in this case)

In those hotels that dispose of a trolley with different compartments in order to separate the garbage, this will be done and correctly deposited in the corresponding containers for (organic waste, plastic, glass and paper).

Consult Procedure: *"Equipment of the trolley"*

Vacuum in both cases underneath the bed as a lot of dirt accumulates in that area and it is very common to find left items.

When ventilating the room, pay special attention to the smoking rooms and the cleanliness of the ash trays.

2 Workplace Management Responsibility for accident prevention

Responsible: Housekeeper, Chambermaid

Before starting to make the bed do not forget to put the brakes of the bed.

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

When making the bed and tuck the sheets behind the mattress you should always keep your back straight. Position yourself in the corner of the bed and bend your legs, resting one of your knee on the floor (the closest to the middle of the mattress) Lift the mattress with your arms and not with your back.

It is important to use the protective nitrile gloves when entering the room so as to prevent any contact with chemical products and biological agents (dirty bed linen and dirty bathrooms, etc.).

It is obligatory to use the protective nitrile gloves to remove and manipulate the dirty bed linen, and dirty bathrooms and also to clean the bathrooms and use the chemical products as well as to empty out the wastepaper baskets.

When entering the room, if you observe that it is very dirty, put on a disposable apron before starting. Once the room has been cleaned, dispose of the apron.

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Use the safety goggles for protection when there is a risk of being exposed to eye or face hazards from flying particles (cleaning of the grilles in high areas and ceilings) and splashes (pouring of cleaning products and filling up the cleaning bottles).

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.

In the event of an injury caused by a cut with a sharp object (syringe, razor, etc.) inform immediately your supervisor who will indicate to you the procedure to follow (to go to the healthcare center for medical follow up).

When making the bed, avoid bending your back and maintain it straight. Bend your knees on the floor to lift the mattress and tuck in the sheets.

It is recommendable to use the cotton gloves when manipulating the clean bed linen in case you notice sensitivity in the skin.

If the hotel provides bed hoists, they should be used. Spread the sheets on the mattress with the bed lowered and tuck in the sheets and the bedspread with the bed elevated.

Do not leave the sheets, etc. on the floor or in the corridors since someone can trip. Place them on the chair or on the furniture until they can be removed.

Pay special attention to the furniture and any possible obstacles (open windows, etc.) that you may encounter so as to avoid hurting yourself.

It is forbidden to climb on a ladder or on any other furniture of the room (arm chair, stool...) to clean the exterior side of the windows. This should be done using the cleaning utensils with extensible handles.

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

It is recommended to wear non-slip shoes, low-heeled and/or closed to the heels.

3 NH with the Environment

Responsible: Housekeeper, Chambermaid

The natural airing of the rooms plays an important role in saving energy depending on the time of the year. An excess of ventilation during the winter can cause an uncontrolled heat loss and during the summer increase the heat load in the room.

According to studies, it is sufficient to open the window during 10 minutes. If it is a smoking room, the minimum time will be 15 minutes.

Many hotels count on air from the exterior through the installation of the air conditioning which reduces the time considerably.

Whenever possible, maximize the use of natural daylight to clean the rooms.



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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%.

4 Related procedures

Equipment of the trolley
Customer personalisation
Management of the minibars
Management of the inventories and storage of the laundry
Preventive cleanliness

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