



Preparation



**Cleanliness**



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# *Inspection of common areas and meetings rooms*

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## **Objective and scope**

The objective of this procedure is to define the minimum inspections needed to be carried out in the common areas and meeting rooms so as to ensure the optimum levels of cleanliness, order and maintenance.

The Hotel Manager, the Housekeeper and the Maintenance Manager are responsible for carrying out the correct implementation of this procedure.

## **Summary**

- 1 Operative
- 2 Related procedures
- 3 Templates and file
- 4 Procedure validation

## **1 Operative**

**Responsible:** *Housekeeper, Maintenance Manager and Hotel Manager*

The Housekeeper or the person appointed by her will control and supervise daily the cleanliness of all the common areas of guests, internal use areas and the meeting rooms being optional the use of the template "*Inspection of the common areas and meeting rooms.xls*", previously adapted by the hotel.

**The areas to be supervised at least daily:**

\* Aspects highlighted in the Golden Points of the Mystery Guest.

AREAS OF COMMON USE		AREAS OF INTERNAL USE
Exterior entrance	Gardens and swimming pool	Lockers/Changing rooms and staff canteen
Hall and reception (Logos included) *	Meeting rooms	Staff toilets
Elevators	Restaurants, Bars, cafeterias	Entrances and staff entrance
Stairs, corridors	Stairs/ Emergency exits *	Closed back office doors *
Parking access and parking	Public toilets	Corridors and staircases used by the staff.



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The Housekeeper and the Maintenance Manager will inspect in depth these areas in order to ensure the optimal level of cleanliness and maintenance. To carry out this procedure they will use the template "[Inspection of the common areas and meeting rooms.xls](#)".

Inspections must be, at least quarterly, although increase the frequency it is recommended, depending on the both departments availability.

## 2 Templates and file

The Registration forms should be included in each hotel and will be completed optionally according to the regular recurrence defined by the Manager of the hotel:

## 3 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