



Preparation

**Cleanliness**

Supplies



Service



Tools

Inspection of the rooms

Published: March 2012

Updated version: March 2012

Code: 99-00-03-PR-E-06-00

Objective and scope

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

The Hotel manager and the Housekeeper are responsible in carrying out the correct implementation of this procedure.

Summary

- 1 Daily service performance
- 2 Related procedures
- 3 Templates and file
- 4 Procedure validation

1 Operative

Responsible: : Housekeeper, Maintenance Manager and Hotel Manager

The Hotel Manager along with the Housekeeper and the Maintenance Responsible will define the number of rooms to be inspected, considering that the higher frequency and thoroughness of the reviews will ensure a better product and service for the guests. It is recommended a ratio 1.5% of the total hotel rooms of daily inspection so, that every three months all the rooms will have been inspected (for example: in a hotel with 200 rooms, 3 rooms will be checked each day).

The purpose of this inspection is to identify the correct level of cleanliness and conservation of the rooms.

Apart from the daily supervision of the checked out rooms, the Housekeeper must inspect in more depth a determined number of rooms to evaluate the cleanliness and condition of the rooms. For the selection of the rooms, the Housekeeper will choose rooms that have been cleaned by different chambermaids so as to be able to detect the most common mistakes of each employee. On this way, the inspection will help us better to evaluate the work of our collaborators which will be afterwards commented with them, and take the needed action plans to ensure for the continuous improvement

By the Maintenance Department, they will inspect the condition and the proper function of every elements and facilities in the rooms, repairing the breakdowns and replacing all the items in bad status, which could cause customer complaints.

Organization Department – Inspection of the rooms



Preparation

**Cleanliness**

Supplies



Service



Tools

In both case, they will fill in the template *“Inspection of the rooms and bathrooms”*. This registration form should be adapted to each hotel room and after the inspections will be properly filed.

The control inspection will be carried in the template *“Rooms Inspection Status.xls”* the rooms inspected and the dates.

The hotel manager must obligatorily carry out a “surprise” inspection of at least 3 rooms per month following the template *“Inspection of the rooms and bathrooms.xls”*, and recording it in the template *“Room Inspection Status.xls”* created for this purpose.

2 Templates and file

The Registration forms should be included in each hotel and are obligatory. It should be elaborated according to the regular recurrence defined by the Manager of the hotel taking into consideration the most important aspects of the Golden Points of the Mystery Guest *:

| Template | Responsible | File Period |
|---------------------------------------|-------------|-------------|
| Room inspection status | Housekeeper | 12 months |
| Inspection of the rooms and bathrooms | Housekeeper | 12 months |

3 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 |