



Preparation



**Cleanliness**



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## Preventive cleanliness

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### Objective and scope

This procedure describes the tasks related to the preventive cleaning of certain elements and areas of the hotel.

The objective is to define the minimum frequency of cleaning suitable to be carried out and how to ensure ideal levels of order and make sure that all the elements maintain a clean appearance to guarantee their maximum duration.

The Housekeeper is in charge of fulfilling the guidelines set out in this procedure as well as for the perfect planning of it.

### Summary

- 1 Minimum frequency of cleaning
- 2 Operative
- 3 Related procedures
- 4 Templates and file
- 5 Procedure validation

### 1 Minimum frequency of cleaning

#### **Responsible: Housekeeper**

For the correct planning of the cleanliness, it is necessary to elaborate a list of all the elements that have to be taken into consideration and take note of the ideal frequency of cleaning to maintain them in perfect conditions.

For one same element, the frequency can vary depending on each hotel and in function of the different factors (occupancy, climate, type of guest, etc). The frequency of the cleanliness of the blankets will not be the same in a hotel which hardly uses the blankets as in a hotel which is located in a cold location. The frequency of polishing the floor of the rooms will not be the same in a hotel with a lot of banqueting services as in a hotel with few banqueting services or in another hotel which hardly celebrates many functions.

For this reason, each Housekeeper will elaborate her own list according to the installations, and should not forget to check the “crucial points” in the rooms, bathrooms and common areas. For this, it is necessary to consult the following procedures: *“Cleanliness of the Rooms”*, *“Cleanliness of the bathrooms”* and *“Cleanliness of the Common Areas”* where she/he can find the most important aspects of the Golden Points defined by the Mystery Guest.

*Organization Department – Preventive Cleanliness*



Therefore, in order to define the elements needed to be cleaned and the corresponding frequency, common sense will be applied although we must take into consideration the basic elements and the **recommended** frequency shown below:

ELEMENT	MINIMUM FREQUENCY
Curtains	Yearly and always when necessary
Carpets	Twice a year and always when necessary
Upholstery	Yearly and always when necessary
Blankets	Yearly and always when necessary
Turnover of the mattress	4 times a year and always when necessary
Cover mattress	4 times a year and always when necessary
Pillows	Yearly and always when necessary
Pillowcases	6 times a year and always when necessary
Bedspreads and bed skirts	Twice a year and always when necessary
Windows of the rooms	Daily check and always when necessary
Ventilation filters (maintenance services)	Each season and always when necessary
Polishing of marble floors	Yearly and always when necessary
Windows in the common areas	Monthly and always when necessary

## 2 Operative

### Responsible: Housekeeper

Once the list has been elaborated and the regular recurrence defined, the Housekeeper will organize the cleanliness by:

- Weekly cleaning / fortnightly
- Monthly cleaning
- Yearly cleaning

In order to plan the work needed to be done, the following templates will be completed which you will find at the end of this document:

*[“Preventive weekly cleaning / fortnightly.xls”](#)*

*[“Preventive monthly cleaning / yearly.xls”](#)*

*[“Yearly Cleaning Schedule.xls”](#)*

In all the registration forms, it is necessary to indicate the corresponding date and file them to keep them registered in the records. The management must also sign the registrations as a sign of approval.

Month by month, week by week and day by day, the Housekeeper must control the cleanings needed to be done and include them on the list of tasks for the Housekeeping staff or call the external companies in case they are subcontracted.



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To guarantee the plan is carried out, the Housekeeper will take control completing each element of the plan by the template *“Status of the rooms.xls”* where all the rooms would be registered.

When the works are subcontracted, it is necessary to keep the receipt, (delivery note), issued by the external company signed by the Housekeeper or designated employee, as a confirmation of the work completed as well as take note of the date the work was completed for controlling. These receipts or documents should be filed correctly.

We should use the necessary resources for a correct cleanliness trying not to waste either chemical products or water.

### 3 Related procedures

Cleanliness of the rooms  
Cleanliness of the bathrooms  
Cleanliness of the common areas

### 4 Templates and file

The templates in each hotel are mandatory. It should be elaborated according to the regular recurrence defined by each hotel.

The templates are the following:

Template	Responsible	File Period
Yearly Cleaning Schedule	Housekeeper	12 months
Status of the rooms	Housekeeper	12 months
Preventive monthly cleaning / yearly	Housekeeper	12 months
Preventive weekly cleaning / fortnightly	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