



Preparation



Cleanliness



Supplies

**Service**

Tools

Turn down service

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Objective and Scope

Describes the procedure for carrying out turn down service. The turn down service is a sign of excellence in the service offered to the guest, which is why it is important to maximize the details with special care and attention.

The housekeeper will be responsible for carrying out the correct implementation of this service.

The turn down service will be mandatory for upper class and Luxury, and optional in NH at discretion of the Management of the hotel.

At the very least, the following will be offered as established in the Procedure: *“Customer personalisation”*.

Summary

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

1 Daily service performance

In order to carry out the turn down service, it is necessary to execute the following steps:

- The overall condition of the room will be checked (ash trays, wastepaper baskets, television, etc.).
- The bathroom and the towels will be checked. Always follow the environmental criteria which is specified in the procedure *“Cleanliness of the bathrooms”* where it is indicated that the towels should not be changed unless dirty, wet or placed on the floor.
- Remove room service tray if present.
- Lift the bedspread carefully, uncovering the pillow and bend it leaving the outer part visible and place it on the side of the feet.
- The top sheet will be folded along with the blanket and the night bedspread placed 30 cm. from the pillow.
- Place the decorative cushion on top of the bed (if available).
- Fold the pyjama and leave it on top of the bed, if the guest places it in a visible place.
- Place on top of the bedside table some kind of amenity (such as a chocolate bar) and the TV remote control

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- Place the slippers facing the opposite side of the bed, on top of the bedside mat (if available).
- Finally, switch off the lights which cannot be controlled from the bed and draw the curtains to prevent the daylight from coming in.

Once the turn down service is finished we registered it on the template *"Rooms Status.xls"* on Comment column

If the "Do not disturb" sign is on, the turn down service will not be done.

2 Related procedures

Cleanness of the bathrooms
Customer personalisation

3 Templates and file

Template	Responsible	File Period
Rooms status	Housekeeper	12 months

4 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