

Housekeeping Staff Training – Room Cleaning Checklist

Presented by Rujina Khatun
Student No. 2234581



Hi, My name is Rujina and I will be presenting to you training on our newly created room cleaning checklist for housekeeping staff at Premier Inn to follow.

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As part of this training, we will be looking at how housekeeping plays a key role in achieving our brand standards, take a quick look at an example of standards at another hotel and most importantly, have a detailed look into the new checklist and how you can make the most of it to help support your role.

Introduction & Brand Standards



(Premier Inn, 2023)

Our Clean Protect promise seeks to give our guest peace of mind when staying with us and some things we do to achieve this include:

Contact free check-in and check-out

Teams are fully equipped

Safety measures in place

Rooms cleaned on request

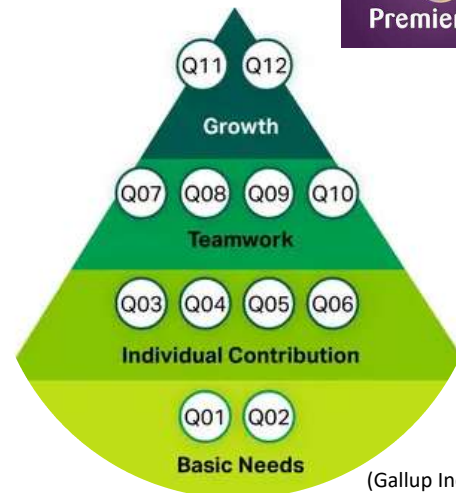
Today I will be presenting to you a newly created room cleaning checklist to help ensure cleaning is standardised throughout the housekeeping department. It was developed due to us unfortunately receiving reports through guest complaints about inconsistencies in cleaning they found in our rooms. Through this training, we want to support you in being the best you can be and most importantly, ensure everyone can enjoy a clean and safe environment at our hotels and achieve the Premier Inn CleanProtect promise to our guests.

Employee Engagement



The Gallup Q12 model consists of 12 key elements, often referred to as “12 Questions” designed to measure employee engagement.

1. I know what is expected of me at work.
2. I have the materials and equipment I need to do my work right.
3. At work, I have the opportunity to do what I do best every day.
4. In the last seven days, I have received recognition or praise for doing good work.
5. My supervisor, or someone at work, seems to care about me as a person.
6. There is someone at work who encourages my development.
7. At work, my opinions seem to count.
8. The mission or purpose of my company makes me feel my job is important.
9. My associates or fellow employees are committed to doing quality work.
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.



(Gallup Inc, 2023)

If we look specifically at our housekeeping staff for example, at the first level you will be given clearly defined roles and expectations so you understand the purpose of your role and also be given all the tools including training, to carry out your role efficiently. As we go up the levels, regular acknowledgement and recognition of staff as a team or individually will hopefully help boost morale. Furthermore, development of your role either through training or role advancement will hopefully help staff achieve job satisfaction. One of our main goals will be to ensure you feel supported by your supervisor through open communication channels and regular check-ins and where possible, staff will be encouraged to work together on shifts to help create a supportive work culture.

The reason we will use this model is because one level doesn't just end as you work your up. It instead requires use of all the levels to ensure employee needs are met fully by building on each level with the previous one.



THE RITZ-CARLTON

(Marriott International Newscenter (US), n.d.)

THE RITZ-CARLTON SERVICE VALUES

1. I build strong relationships and create Ritz-Carlton guests for life.
2. I am always responsive to the expressed and unexpressed wishes and needs of our guests.
3. I am empowered to create unique, memorable and personal experiences for our guests.
4. I understand my role in achieving the Key Success Factors, embracing Community Footprints and creating The Ritz-Carlton Mystique.
5. I continuously seek opportunities to innovate and improve The Ritz-Carlton experience.
6. I own and immediately resolve guest problems.
7. I create a work environment of teamwork and lateral service so that the needs of our guests and each other are met.
8. I have the opportunity to continuously learn and grow.
9. I am involved in the planning of the work that affects me.
10. I am proud of my professional appearance, language and behavior.
11. I protect the privacy and security of our guests, my fellow employees and the company's confidential information and assets.
12. I am responsible for uncompromising levels of cleanliness and creating a safe and accident-free environment.

(Cabrera and Cabrera, 2020)

Industry Example

Whilst we will be using the Gallup Q12 model to help improve our employee engagement, I want to quickly show you the employee engagement model of another hotel, The Ritz Carlton.

While both the Gallup Q12 and the Ritz Service Values are focused on improving employee engagement and satisfaction, they are different in their approach and scope. The Gallup Q12 model is a survey-based approach whilst the Ritz Carlton 12 Service Values are a set of guiding principles that define the culture of the Ritz Carlton Hotel Company. These values are focused on creating memorable experiences for guests and clients around the globe and give the employees the freedom and power to deliver results.

Although there is no direct evidence that link the Ritz Carltons 12 Service Values in helping improve employee engagement and job satisfaction, the company's success in the hospitality industry is a testament to the effectiveness of these values as well as having one of the industrys lowest employee turnover rate. For example, they are the only hotel industry to ever win the Malcolm Baldrige National Quality Award by the United States Department of Commerce which is the highest level of national recognition for performance excellence that a US organisation can receive.

Health & Safety

- Every employee is responsible for ensuring a safe, secure and accident free for all guests and each other.
- Keep up to date with all fire and safety procedures and report any risks immediately.
- Examples of risks in the guest room could be mechanical fault with electrical appliances, stability of furniture, potential trip hazards.



At Premier Inn, training is provided separately to ensure health and safety procedures are followed and as housekeeping staff, you have a responsibility to ensure you are aware of and keep up to date of procedures through the training program available online. There are several safety risks that may occur in hotels and one of the most common cause of injury amongst staff and guests are slips, trips and falls. How can you help in preventing these from occurring? Be aware of your surroundings even whilst you are not cleaning. Wear appropriate footwear, remove any obstacles you see in the hallways, clean up spillages immediately and if needed put up wet floor signage in these areas to warn others. Although not every injury will be prevented, ensuring simple measures such as these are always in place, will help improve any safety risks throughout the hotel. Other things to be aware of particularly in the rooms include any faults with electrical appliance such as the kettles and the stability of furniture. Any safety issues must be reported to the supervisor.

Room Cleaning Checklist Overview



Housekeeping checklist			
Task	Description	Complete	Action?
PREPARATION			
Get cleaning trolley & room allocation sheet	Check necessary supplies are on trolley as per allocation sheet		
Wear PPE	Gloves, aprons and any protective equipment required		
Check for room signs & announce entry	Knock gently, clearly announce 'Housekeeping', leave door open		
CLEANING THE BED AREA – 7 MINUTES			
Remove litter and bed linens	Remove any litter and remove bed linen and put in dirty laundry bag		
Check for bedbugs	Inspect bed for any bedbugs and report if found		
Check mattress	Check for any damage or stains		
Check for any litter	Remove any litter on bed and around the area		
Replace with clean bed linens	Ensure bed linens are tucked in neatly at each corner of bed		
Arrange pillows	Fluff pillows and arrange neatly under bed covers at top of bed		
CLEANING THE BATHROOM – 7 MINUTES – GREEN CLOTH			
Clean and disinfect	Clean and disinfect sink, toilet and bath/shower. Remove litter.		
Refill amenities	Refill toilet roll, soap, shampoo, tissues		
Replace towels	Removed used towels and replace with neatly folded, fresh towels		
Check plumbing	Check for any leaks or blockages in sink or toilet		
CLEANING SURFACES, MIRRORS & WINDOWS – 4 MINUTES – BLUE CLOTH			
Dust all surfaces	Dust furniture, headboards, mirrors, windows, electronics		
Wipe down surface	Wipe down all surfaces with disinfectant		
Clean and put electronics in place	Clean phone, tv remote, alarm clock and leave in correct place		
Clean mirrors and windows	Wipe down mirrors in room and bathroom, wipe down windows		
Check curtains and leave open	Check curtains for any damage, dust curtains and leave them open to let light in		
FINAL CLEAN AND INSPECTION – 5 MINUTES			
Vacuum and mop	Vacuum room including under the bed, mop bathroom floors		
Walkthrough	Check over cleanliness of room, check menus/leaflets placed neatly		
Check all amenities are in place	Kettle, utensils, coffee/tea/milk, extra pillows in zipped bag		
Freshen room	Spray air freshener before leaving room		

The newly developed checklist shows each area of the room that requires cleaning including a detailed breakdown of what each task requires. It is split into sections and notes the amount of time each section should take on average, so that staff can easily identify the areas required to clean and ensure no aspect is overlooked. There is also a note to remind you which colour cloth to use for certain sections to prevent cross contamination. The checklists will be laminated so that each staff member can use them whilst in the room, checking off as they complete each

task to help manage their time and provides a visual aid to see what it is left to do. Each form can be wiped clean when starting a new room. Once cleaning is completed in the room, a message must be sent on the housekeeping chat group to the supervisor with the room number of the completed room and what action is needed. Supervisor will then add these to her own checklist to ensure action is taken when or even before she inspects the rooms.

Room Cleaning Checklist Breakdown (1)

Preparation

- Check trolley & room allocation sheet
- Wear PPE
- Announce entry and leave door open

Bed area

- *REMOVE* – throw away and litter around the bed area and then strip the linen from bed
- *CHECK* – inspect bed for bed bugs, any litter on bed and mattress for damage or stains
- *REPLACE* – fit clean bed linen, fluff and arrange pillows, tuck in sheets and duvet to brand standards



We will go through each section now. Firstly, when collecting your trolley you must check the supplies against your room allocation sheet to ensure there is enough supplies for any additional room requirements such as if a guest has requested extra towels for the room. Once happy, put on the required PPE and head to the floor you will be working on. Before entering a room, check for any door signs that may indicate the guest does not wish to be disturbed. If all okay, knock gently on the door and clearly announce housekeeping before entering. Leave the door opened once entered. At the bed area, remember the following – Remove, Check and Replace. remove any litter around the bed area and then remove all the bed linen and place in laundry bag. Check the bed for bedbugs and check again for any litter on the bed. Check the mattress for any damage or stains. Finally, replace with clean bed linen and ensure the sheets and duvet are tucked in at the corners according to brand standards. Pillows should be fluffed and arranged under the duvet. On average, it should take you around 7 minutes to clean the bed area.

Room Cleaning Checklist Breakdown (2)

Cleaning the bathroom – GREEN cloth

- Clean and disinfect the sink, toilet & bath/shower
- Refill amenities
- Replace towels
- Check plumbing

Cleaning surfaces, mirrors & windows – BLUE cloth

- Dust and wipe all surfaces
- Clean electronics
- Clean mirrors and windows
- Check curtains, dust and leave open



When cleaning the bathroom, make sure you use the green cloth provided. Remove any litter and then start by cleaning and disinfecting the sink, toilet, bath and/or shower. Once cleaned, refill the amenities in the bathroom - the shampoo, handwash, tissue and toilet roll. Fold over the end of the toilet roll neatly in a triangle fold. Replace used towels with neatly folded clean towels. Make sure used towels are placed in a separate laundry bag to the used linens. Make note of any plumbing issues including blockages or leaks, and report to supervisor immediately. The bathroom should take around 7 minutes.

When cleaning the room surfaces, use the blue cloth provided. First start by dusting the room and surfaces. Wipe down all surfaces with disinfectant spray. Make sure electronics are wiped down too and check to see if all working correctly. Wipe down mirrors and windows and then use a dry cloth to wipe over mirrors to ensure there are no streak marks. Finally check the curtains for any damage, give them a dust and then leave open to let light in and look more appealing when the guest enters the room. This section should take you about 4 minutes.

Room Cleaning Checklist Breakdown (3)

Final Clean & Inspection

- Vacuum carpet areas in room
- Mop bathroom floors
- Walkthrough of room
- Check room amenities in place
- Refresh room



The final inspection involves vacuuming over all the carpeted areas in the room including under the bed and then mopping the bathroom floor. Then do a quick walkthrough of room using your checklist to ensure every task has been completed. Make sure all menus, tv remotes, electrical appliances are placed correctly. Amenities should be replenished if needed such as tea, coffee, sugar and utensils. Check there are extra pillows in the zipped bag and then before leaving, spray room with the provided air freshener to leave a pleasant smell in the room. This should take you around 5 minutes to complete.

Summary



The checklist is there to help support you in your role and provide you with a visual aid to help manage your time and workload more efficiently.



Whilst we have allocated average time for each section, you should notify your supervisor as soon as possible if you have any issues completing these within the time given and/or if you would like further training to help you complete specific tasks.



One month after the checklist has been implemented, we will use the Gallup Q12 engagement model to guide us on how to further enhance and support your role to help you achieve job satisfaction and motivation to continue delivering excellent service to our guests.

To quickly summarise, the room cleaning checklist has been developed to support you and provide a visual aid to help you manage your tasks against time efficiently however, it is also there to help you identify any training needs. If you look at the list and are not sure of certain tasks or sections and would like further support on these, then please let your supervisor know. Once the checklist has been implemented, we will wait one month before engaging with everyone again to see if the checklist has helped enhance and support your role so that we can continue delivering excellent service to our guests. Thank you for your time today and I look forward to working with you all in the future.

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