

BMIH4006

Operating Hotel Facilities

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Presentation Cleaning Checklist



Trinity Hotel

Table of content

• Step 1 - Arriving at work	4
• Step 2- Gathering Necessary Supplies	5
• Step 3 -Room Preparation	6
• Step 4 - Ventilation	7
• Step 5- Dust and Wipe Surfaces	8
• Step 6- Clean and Sanitize High-Touch Areas	9
• Step 7- Changing Linens	10
• Step 8 - Cleaning Bathrooms.....	11
• Step 9 : Floor Care	12
• Final Step- Inspect and Replenish Amenities.....	13
• Final Touches	13
• Conclusion	14
• References	15

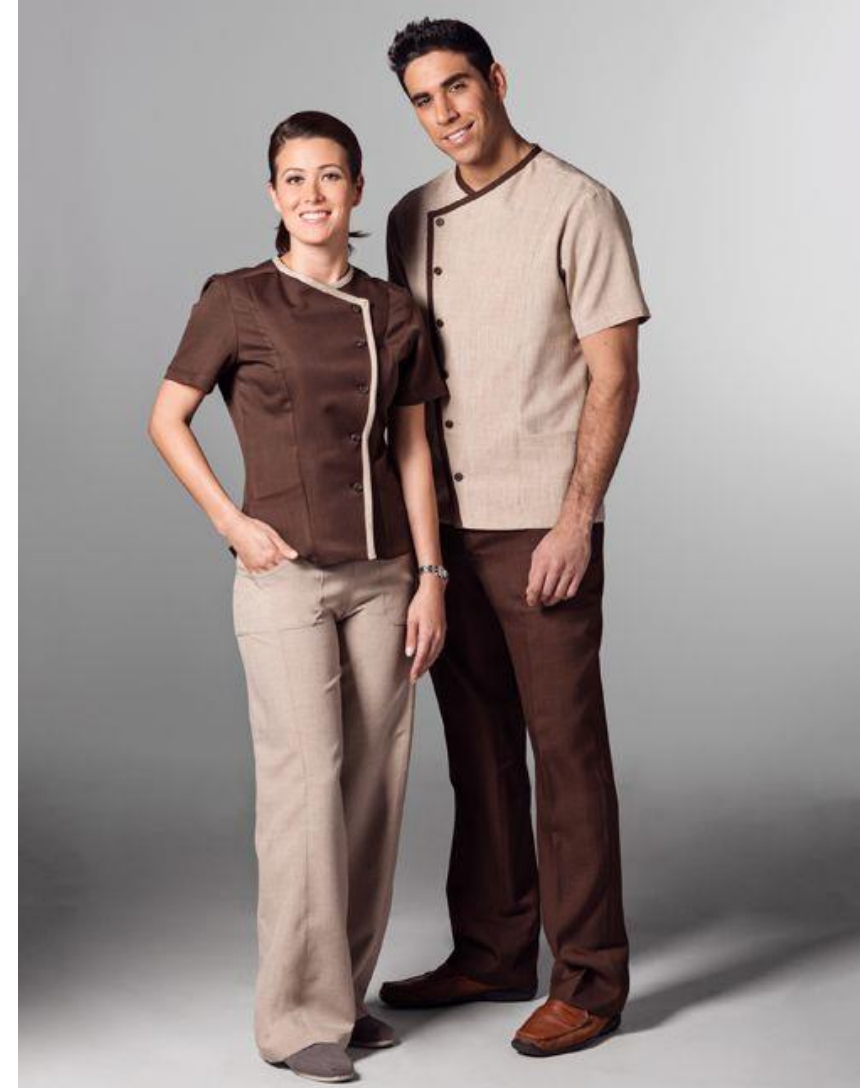
THE CHECK LIST , a Guide to a clean Hotel .

- This Guide is for Staff cleaning personnel .
- Follow this for the better experience of yourself and our guests.



Step 1 – Arriving at work

- Make sure you arrive in time for your shift. It is essential for the better organizing of the room schedule assignments.
- Always have your uniform on while working. It has to be clean and neat.
- Don't wear too much jewellery as we had situations where staff had lost it while cleaning rooms.
- Don't wear excessive makeup as it might stain the linen .



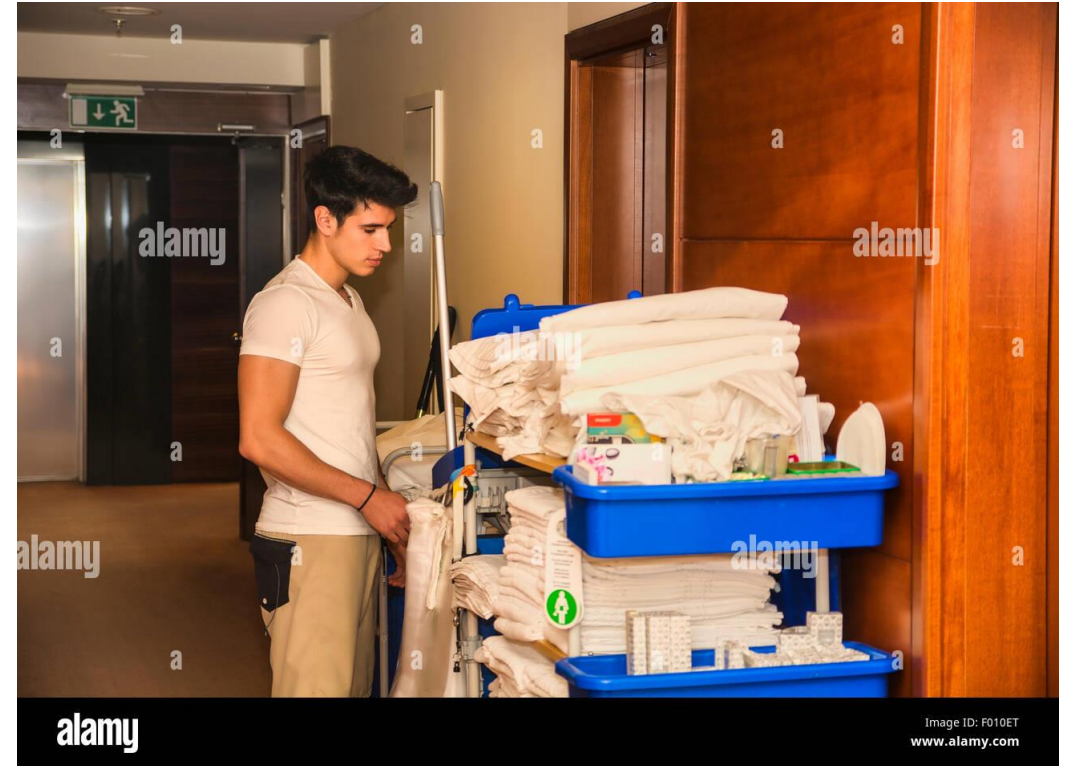
Step 2- Gathering Necessary Supplies

- Ensure all cleaning supplies and equipment are readily available, including cleaning solutions, disinfectants, microfiber cloths, vacuum cleaner, and all other tools provided.
- Equip your cleaning cart with extra cups, glasses, tea bags, coffee, milk and sugar.
- Always wear gloves for your safety



Step 3 -Room Preparation

- Knock on the door and announce your presence before entering.
- Check for any personal belongings left by the guest and set them aside or report them to lost and found.
- Place cleaning cart in front of the door letting guest know that the room is under cleaning process



Step 4 - Ventilation

- Open windows to allow fresh air circulation, if possible.
- Turn on the HVAC system to improve air quality.
- Change bin bags by grabbing the bag from the top without getting your hand inside the bin



Step 5- Dust and Wipe Surfaces:

- Dust every surface, including furniture, shelves, and decorative items
- Wipe them clean using suitable cleaning solutions to eliminate dirt and germs.
- This has to be done before changing linen so that the new batch stays clean.



Step 6- Clean and Sanitize High-Touch Areas:

10 High-Touch, Deep Clean Areas in the Guest Room



Trinity Hotel

- 1 SWITCHES & ELECT CONTROLS**
Lights, lamps, switch and electronic controls
- 2 HANDLES & KNOBS**
Doors, closets, drawer furniture knobs and drapery pull handles
- 3 MAJOR BATHROOM SURFACES**
Toilet, handles and splash walls, shower controls and sink faucet
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CL**
Handsets, dial pads, function buttons
- 6 BED & BEDDING**
All bed linens including duvet covers, pillows and sheets
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue box, soap dishes, amenity and hair dryer
- 8 HARD SURFACES**
Tables, desks and nightstands
- 9 CLOSET GOODS**
Iron, safe handle and combination lock
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bar kettle and coffee maker

- Give particular focus to frequently touched areas such as light switches, remote controls, and phone surfaces, doorknobs.
- Use disinfectants to sanitize these areas thoroughly.

Step 7- Changing Linens:

- Strip the bed of all linens, including sheets, pillowcases, and duvet covers.
- Replace with fresh, clean linens. Ensure the bed is neatly made.



Step 8 - Cleaning Bathrooms

- Scrub and disinfect all bathroom surfaces, including the sink, countertop, toilet, and shower/tub.
- Replace towels with clean, folded ones.
- Refill toiletries as needed.





Step 9 : Floor Care:

- Vacuum carpets and rugs to eliminate debris and dirt.
- Floors need to be moped with required solutions for cleaning.



Final Step- Inspect and Replenish Amenities :

- Check the room amenities, such as coffee supplies, water bottles, and toiletries.
- Replenish items that are running low.

Final Touches:

- ✓ Arrange furniture and decor to their original positions.
- ✓ Ensure all lights are working, and curtains or blinds are properly adjusted.
- ✓ Check for any maintenance issues (e.g., broken fixtures) and report them.
- ✓ Conduct a thorough inspection of the room to ensure cleanliness and orderliness.
- ✓ Address any missed spots or areas that require additional attention.
- ✓ Add a personal touch, such as folding towels in a decorative manner or leaving a welcome note.
- ✓ Report any damages, maintenance issues, or unusual findings to the appropriate department.
- ✓ Conduct a final walkthrough to ensure everything is in order.
- ✓ Double-check that all cleaning supplies and equipment are properly stored.





Conclusion

- To sum it up, cleaning a room at Trinity Hotel is a careful process to make sure guests are happy and safe. We follow ten steps, starting with getting all the cleaning stuff and making sure the room is well-ventilated. We clean everything, from the bed and furniture to the bathroom. We also check for any problems like broken things and fix them quickly. This way, Trinity Hotel keeps its promise to keep everything super clean, making sure guests feel at home and have a great stay with us. We want to give the best hospitality by keeping things tidy and comfy!

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