

HOUSEKEEPING PROCEDURES

ROOM CHECK



Objectives

Room check is indispensable for ensuring the overall quality of the room.

The preparation must be in compliance with the guests' needs and be perfect in all areas: hygiene, tidiness and comfort.

Before a new guest checks in, the head housekeeper or her assistant must check all rooms to ensure that they are in a proper state.

In certain establishments auto-control allows the chambermaids to oversee this responsibility without the approval of the head housekeeper (she may check one or two rooms only).

How to control?

The head housekeeper needs a list of rooms to check, something on which to take notes, a white cloth and she must verify the cleanliness of the room in this manner:

- Start at one end of the room and continue
- Check cleanliness of the different surfaces in the room
- Ensure all the equipment in the room works properly
- Make sure the proper number of linens and welcome products are present

Room control only takes a few minutes

- In case of forgetfulness or negligence on the part of the chambermaid the head housekeeper can decide whether or not to re clean the room
- In case of technical problems in the room such as leaky pipes, blocked drain...etc...the room will be blocked
- Once the room control is finished the room can be classified as available and you must inform the front desk