

HOUSEKEEPING PROCEDURES

TURN-DOWN SERVICE



Many upper scale hotels have a turn-down service in order to offer the utmost comfort to their guests.

The turn-down service involves preparing the room for the night so that a client feels at home and can easily go to bed upon returning to his room.

The turn-down service is always carried out between five and nine P.M. just before the client returns for the night.

A chamber maid or room attendant can prepare up to 10 turn-down services per hour.

Required equipment and products

A cleaning cart stocked with towels, welcome products and the necessary cleaning equipment.

Procedure

- Remove all trays, empty glasses or bottles, remove wet towels and empty the trash
- It is not necessary to re clean the bathroom but dry off counters and check the toilet
- Replace used towels with clean ones
- Remove the bedcover, fold it up and place it in the closet / wardrobe
- Fold back the sheets diagonally
For a double bed, fold back both sides diagonally so that the sheets form a triangle with the top pointing towards the two pillows
For a two single beds fold back the sheets in the direction that would naturally allow the client to get into bed
- Leave the breakfast order form, a small chocolate or mint, the client's pyjamas and the TV remote control on the bed
- Place client things in order with discretion
- Close the curtains and turn off all the lights except for a bed side lamp
- Before leaving the room recheck to make sure everything is in place

Some clients will not want this service and would rather their room be left alone