

A photograph of three housekeepers, two women and one man, standing in a well-lit room. They are all wearing light blue short-sleeved shirts and darker blue aprons. The woman on the left is holding a spray bottle and a yellow-gloved hand. The man in the center is also holding a spray bottle and a yellow-gloved hand. The woman on the right is holding a spray bottle and a pink cloth. In the background, there is a desk with a green bucket containing cleaning supplies and a chair. The overall scene is bright and professional.

Housekeeper Handout

May 5, 2020

ResortCleaning

Contact Surfaces



Switches
Lights, lamps



Remote controls



Mini bars and kettles



Handles
Doors, closets, drawers



HVAC or PTAC control panels



Cutlery/Glassware/ Ice buckets



Bathroom handles
Toilet flushes, shower controls, sink faucets



Telephones
Handset and dial pads



Safes
Handles, buttons



Toilets
Seats, splash walls



Bedside tables

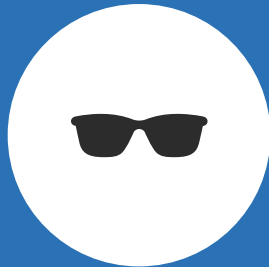


Desks

Generally Good Practices



WASH
YOUR HANDS



WEAR PPE



USE THE
CORRECT
PRODUCTS

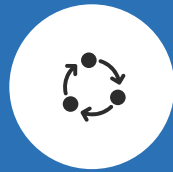


FOLLOW OUR PROCESS

Housekeeping Process



PREPARE



PROCESS



DUST, CLEAN,
DISINFECT



PRESENT



CHECK



SECURE



QA
INSPECTION

Refer to SOP 04-001 for more detailed cleaning instructions and recommended product lists.

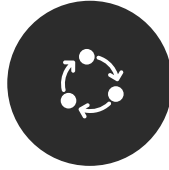
PREPARE



- Put on PPE
- Prepare chemicals per manufacturers' instructions.
- Assess for any damage, any missing or misplaced items, guest items left behind and the general condition of the unit.
 - Be sure to report issues immediately to the PM.
- During your walk through, turn on all lights, gather all soiled linens, including sheets, towels, shams and comforters, for laundering.



PROCESS



- Begin processes that require an extended amount of time, including:
 - In-home laundry.
 - Run dishwasher.
 - Stove top or oven cleaning.



DUST. CLEAN. DISINFECT.



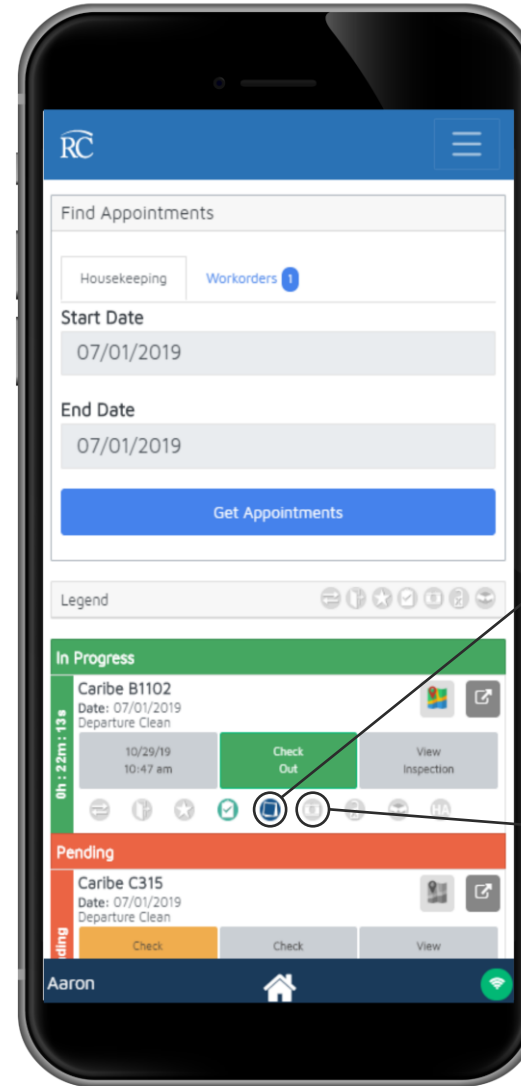
- Follow the cleaning checklist provided, working in a consistent pattern around each room.
 - Work high to low, start with high dusting and other high items once you enter a room.
 - Work left to right (or right to left), follow a wall all the way around the room cleaning as you go until you work your way out of that room into the next one.
- Clean first.
- Apply disinfectant.
- Allow proper dwell time per the manufacturers' product guidelines.



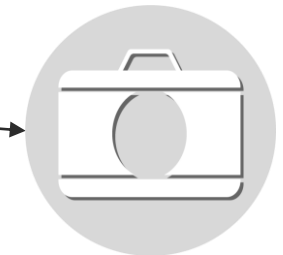
PRESENT.



- Setup the vacation home based on the property photos and notes provided.
 - Simply click the icons on the app to see what's required.



Property Notes

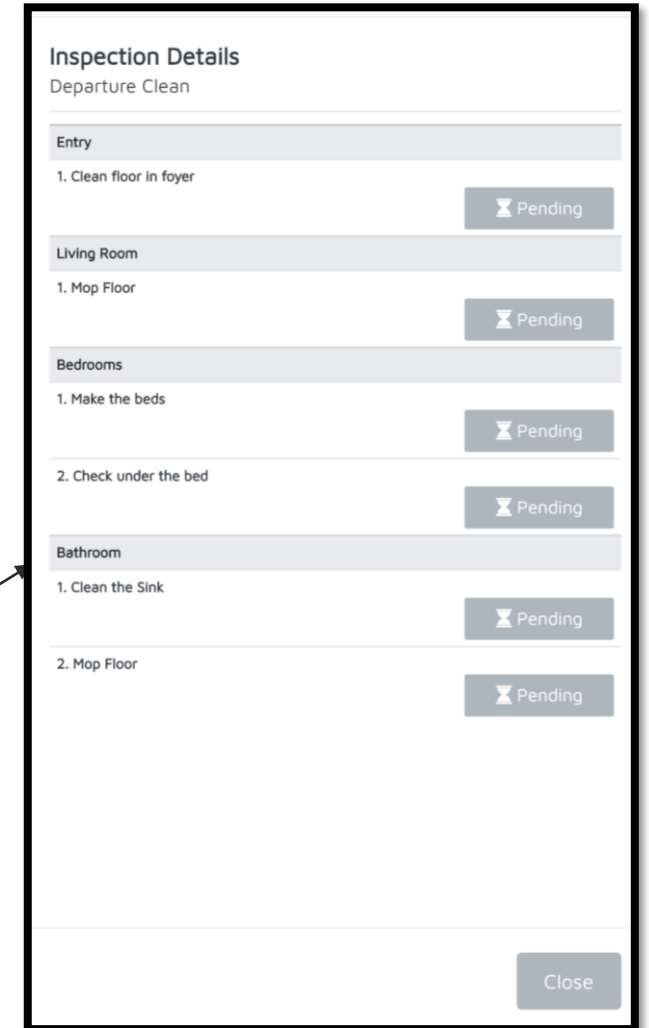
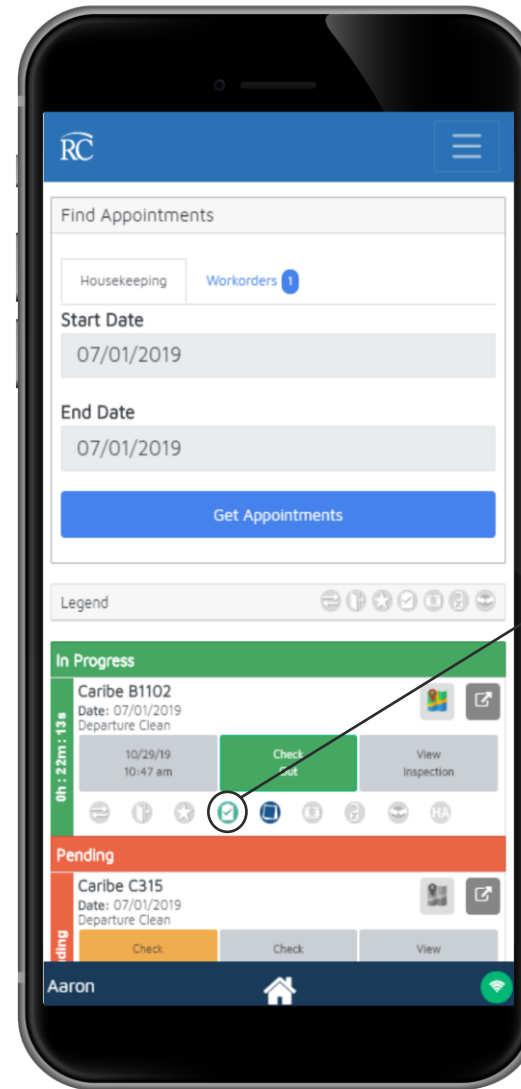


Property Photos

CHECK.



- Prior to cleaning the floors, take one last pass through the vacation home to make sure you did not leave any cleaning supplies and equipment behind.
- Double check that you completed all necessary tasks and that all windows and doors are closed/locked.
- Sweep, mop and/or vacuum your way out of the unit.



SECURE.



- Close and lock the entry door behind you.
- Clean & disinfect the doorknob and electronic keypad

