Cleaning and Sanitation Procedures Module

Guest Room

A. Guest Room

1) Prepare Room for Cleaning
   a. Prop Door Open
   b. Place Cart in front of doorway
      1. See Supervisor to confirm this step
   c. Turn on all lights
   d. Turn off TV and any other appliances
   e. Open drapes (as policy dictates)
   f. Open windows (if policy dictates)
   g. Personal guest articles on the bed should be placed neatly aside
   h. Dust all surfaces (as policy dictates) starting from high to low in both the guest bedroom and bath areas.

2) Changing Bed Linens
   Note: Bed Linen change out policy may dictate that linens are changed daily, every other day or upon guest checkout.
   a. Remove: Blankets, Bed Spreads and Linens
   b. Separate damaged or stained bedding
   c. Place all other linens to laundry bag on cart or to a designated laundry collection location.
   Note: Always wear necessary Personal Protective Equipment

3) Trash Removal
   a. Remove trash from restroom and guest room waste receptacles
   b. Place to trash container on cart
   Note: Never place hand in trash, this may result in injury from sharp objects such as razor blades, needles, etc.

4) Removal of all soiled linens and towels from restroom and guest room
   a. Place to appropriate laundry bag or cart or to designated laundry collection location

5) Clean/Sanitize Guest Restroom
   a. Sweep with a broom any dry, gross filth from Restroom Floor after high dusting
   b. Clean and disinfect toilet
      1. Spray interior of bowl, exterior of bowl, seat, lid and tank with appropriate disinfectant cleaner.
      2. Allow surfaces to remain wet for the designated length of time as indicated by the label on your disinfectant cleaner
   c. Clean and disinfect tub and shower unit
      1. Remove any leftover amenities
      2. Spray walls and floor of unit with disinfectant cleaner and wipe clean
      3. Pay special attention to fixtures and ledges. A brush, abrasive pad or cotton cloth will be required.
Cleaning and Sanitation Procedures Module

Guest Room (continued)

A. Guest Room (continued)

5) Clean/Sanitize Guest Restroom (continued)
   c. Clean and disinfect tub and shower unit

4. If an acid based soap scum remover (tub and tile cleaner) is utilized, a clear water rinse will be required after wiping down all surfaces.

5. Dry all surfaces with a clean, dry, lint-free cloth. Again, pay special attention to fixtures, towel racks and ledges.

6. Shower curtains
   a. Inspect for stains, mold, tears
   b. Replace if necessary
   c. Disinfect and clean shower curtain
      1. Utilizing appropriate disinfectant cleaner, spray curtain and wipe dry or
      2. Spray disinfectant cleaner on a rag and wipe clean the shower curtain.
      3. Pay special attention to the curtain rod
      4. A glass cleaner may be utilized to clean glass shower stall enclosures

6) Return to the Toilet
   a. Using a bowl swab evacuate the toilet bowl of water by pushing/swirling the water past the trap.
   b. A Heavy Duty Acid Type Bowl Cleaner may be required to remove heavy stains and/or hard water deposits.
   c. After cleaning the interior of the toilet bowl thoroughly with the bowl swab, flush the toilet.
   d. Wipe dry all exterior surfaces including seat and lid.

7) Cleaning and Disinfecting the Vanity
   a. Place aside neatly all personal guest items (as your policy dictates)
   b. Spray vanity and sink with disinfectant cleaner
   c. Wipe and Dry thoroughly
   d. Be sure to wipe all chrome and/or other metal surfaces streak free
   e. Any exposed plumbing or under vanity surfaces should also be cleaned and dried with appropriate disinfectant cleaner and clothes.

8) Cleaning the Mirror
   a. Spray prescribed amount of appropriate glass cleaner to the mirror, beginning with the bottom of the mirror and working to the top.
   b. Wipe dry with clean, dry, lint free towel from the top down.
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Guest Room (continued)

A. Guest Room (continued)

9) Replacing Clean Towels and Linens
   a. Remove soiled protective gloves
   b. Replace fresh towels, wash cloths, bath mats and amenities according to policy.

10) Cleaning the Rest Room Floor
   a. Damp mop or damp wipe the floor
      1. Damp mop Method (traditional)
         a. Utilizing appropriate disinfectant solution at prescribed dilution in a mop bucket;
         b. Use a figure “8” motion
         c. Work from the furthest point from the door towards the door
      2. Damp wipe Method
         Note: Due to the usual smaller dimensions of the guest bath floor, spraying your disinfectant cleaner solution on the floor may be adequate chemical application.
         a. Spray Appropriate Disinfectant Cleaner to floor
         b. Begin from the furthest point from the door towards the door (scrub with scrub brush if required)
         c. Utilize a clean dry cloth to dry thoroughly the floor surface.

11) High Dust Guest Room

12) Re-Make the Bed
   1. Replace appropriate bedding as policy dictates

13) Close Windows if Applicable

14) Clean and Disinfect Guest Room Hard Surfaces
   a. Desk
   b. Lamps
   c. Tables
   d. Telephone
   Note: Woods, Brass and Special Laminates may require special chemicals/polishes. Refer to your policy manual to confirm appropriate chemistry.

15) Cleaning Guest Room Glass and Plastics
   a. Utilizing the appropriate glass cleaner at the manufacturer’s recommended dilutions, clean the following surfaces:
      1. TV’s
      2. Pictures
      3. Windows
      4. Clock

16) Reposition Drapes
Cleaning and Sanitation Procedures Module

Guest Room (continued)

A. Guest Room (continued)

17) Replenish or Replace Hotel Informational Pamphlets and Amenities

18) Replace any personal guest items to original location and return cleaning equipment and supplies to cart

19) Vacuum and spot cleaning the carpet
   A. Retrieve spot cleaner, air freshener and vacuum cleaner
   B. Plug vacuum into receptacle near the door or in the hallway.
   C. Inspect the carpet for large debris and remove
   D. Inspect carpet for spots or heavily soiled areas

Note: Should carpet require a complete cleaning, note as such and inform your supervisor
   E. Remove spots and soil with your (carpet) spot cleaner any areas you have identified (refer to policy)
   F. Return spot cleaner to cart
   G. Begin Vacuuming from the furthest point from the door towards the door.
   H. As you (while vacuuming) back yourself out of the room, spray into the air the appropriate room air freshener
   I. Be sure not to leave footprints as you leave the room.

20) Visually quality check room from doorway

21) Turn off lights

22) Close and lock door

23) Note any missing or broken items and report to your supervisor or proceed to next room

24) Re-stock cart