

Public Space Attendant

Orientation & Training



Job Description



Ocean Partners Hospitality

Job Descriptions

Job Title: Lobby Attendant
Department: Housekeeping
Reports To: Executive Housekeeper or Supervisors
FLSA Status: Nonexempt
Prepared By: Human Resources
Prepared Date: June 15, 2013

SUMMARY

Cleans the both property's lobby and public areas such as corridors, meeting rooms, elevators, front desk lobby and/or offices using shift checklist.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Cleans the following areas through proper application of company specified cleaning procedures;
 - Lobby areas and restrooms at all buildings
 - Guest laundries
 - Conference room and meeting areas
 - Elevators and public areas on each floor
 - Pool restrooms
 - Continental Breakfast area
- At end of day re-check lobbies and restrooms before leaving.
- Performs all other duties as assigned by management

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made available to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Less than high school education; up to six months related experience or training. Ability to work flexible working hours.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and reach with hands and arms and use hands to finger, handle, or feel. The employee frequently is required to climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. This job occasionally requires long working hours.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles. Rubber gloves and face mask are provided as required or needed. The noise level in the work environment is usually moderate.

RECEIPT OF ACKNOWLEDGEMENT

I have read the above job description and am capable of performing in a reasonable manner the activities involved in the job or occupation for which I have been employed. I understand this job description does not constitute a contract or employment agreement.

Signature and Date Signed

Employee Printed Name

New Hire Orientation



New Hire Orientation

Part One –Orientation and completion of New Hire Paperwork

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Completion on all New Hire Paperwork <ul style="list-style-type: none"> • Application • Background Check Authorization Form • I-9 • W-4 • Employee Handbook Receipt of Acknowledgment • Uniform Contract *<i>Uniform Issued</i> • Direct Deposit
			Review of Job Description-Signed and Dated
			Review of the Employee Handbook
			Explanation of Employee Benefits: <ul style="list-style-type: none"> • Health Insurance • Life Insurance • Paid Holidays (review of qualifying holidays) • Paid Vacation Guidelines
			Review of upcoming training-what to expect
			Satisfying your Customers <ol style="list-style-type: none"> 1. The Hotel Guest 2. Your Fellow Employees 3. Your Management Staff
			Recap and Review-Question and Answer session

Part 2: Management Staff & Orientation to Property

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			<p>Meet Management Staff</p> <ul style="list-style-type: none"> • General Manager • Assistant General Manager • Department Heads • Supervisors
			<p>Tour of Property:</p> <ul style="list-style-type: none"> • Front of House • Back of House • Laundry/Housekeeping • Meeting Space and Restaurant/Lounge (if applicable) • Fitness Center/Pool/Recreational Facilities • Tour of Guestrooms • Employee Break Room
			<p>Time Clock and Payroll</p> <ul style="list-style-type: none"> • Location of Time Clock • Review punch in/out procedures • Review meal break options • Employee Lunches (if applicable) • Pay Periods and Pay Dates • Overtime Policy • Policy for Calling Off

Training



Lobby Attendant Training Schedule

Day One: Department Overview

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			New Employee Orientation (BWI – Internal) I Care Training (BWI) Lobby Attendant Training Schedule Review: <ul style="list-style-type: none"> ◦ Provide Training Packet or Manual ◦ Provide Skill Breakdowns ◦ Introduction ◦ Quality Guest Services
			Housekeeping Department Overview & Communication Tools: <ul style="list-style-type: none"> ◦ Attend Daily Line up ◦ Storage Rooms & Closets ◦ All Room Types ◦ Laundry ◦ Room Assignments ◦ Room Inspection Sheets ◦ Employee Mail box ◦ Scheduling – Request off Procedures ◦ Time Clock ◦ Log Book ◦ Housekeeping Office ◦ Assistant Executive HK workstation or desk ◦ Discuss Department SOP’s on website
			Review Uniform & Appearance Standards
			Working as a Team With Co-Workers and Other Departments
			Telephone Courtesy
			Housekeeping Key Control System-Signing Out Keys
			Keeping your Work Area Organized and Tidy
			Lost & Found Procedures

Notes:

Lobby Attendant Training Schedule

Day Two: Before you clean the Guest Room...

✓ Entering the Guest Room – Step 1

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Review Room Assignment Sheets – Room status Codes
			Review Key Control For the Department – Key Sign out Sheets
			Review Maid Carts – location, contents, preparation
			Get Supplies to Clean a Room
			Get Amenities for Guest Room
			Keeping your Cart & Work Area Tidy
			Entering the Guest Room – The First Step in Cleaning a Room
			What to do when you encounter a guest

Day Three: How to Clean a Guest Room...

✓ Cleaning Preparation – Remove Trash & Linen – Step 2

✓ Making the Bed – Step 3

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Cleaning Preparation – Remove Trash & Linen – The Second Step in Cleaning a Room
			Review Storage Room Setups and Inventory process
			Review Laundry Chutes and or Dirty Laundry Drop-off Points
			Review Trash Drop-off Points
			Safety Within the Laundry and Housekeeping Areas Blood Borne Pathogens Bed Bug – (must be done within 90 days of hire) Chemical Training and Awareness Guest Room Life Safety Orders
			Guest Room Maintenance Request Orders into Service Pro
			Making the Bed – The 3 rd step in Cleaning a Guest Room

Notes:

Lobby Attendant Training Schedule

Day Four: How to Clean a Guest Room...

✓ Cleaning the Bathroom – Step 4

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Cleaning the Bathroom – The 4 th Step in Cleaning the Guest Room
			Cleaning the Tub / Shower Area
			Cleaning the Toilet
			Cleaning the Vanity
			Cleaning Mirrors, Chrome and Windows
			Cleaning the Ice Bucket
			Cleaning the Coffee Maker
			Cleaning the Hairdryer
			Cleaning the Bathroom Floor
			Stocking the Bathroom with Linen & Amenities
			Finish Cleaning the bathroom – Sticky Roller/Folding Toilet Paper

Day Five: How to Clean a Guest Room Step 5 & 6

✓ Wipe Down & Dust – Step 5

✓ Vacuum – Step 6

✓ Leaving the Guest room ready for inspection – Step 7

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Wipe Down & Dust – The 5 th Step in Cleaning the Guestroom
			Replenishing Guestroom Collateral & Supplies
			Vacuum the Guestroom
			Leaving the Guestroom Ready for Inspection
			Correcting Cleaning Problems Found During Inspection
			Complete End of Shift Duties

Notes:

Life Safety



*Ocean Partners Hospitality
Bloodborne Pathogens Control Program*

Table of Contents

I. Policy Statement

- A. Policy
- B. Definitions

II. Methods of Compliance

- A. Universal Precautions
- B. Engineering and Work Practice Controls
- C. Hand washing Facilities
- D. Handling of Contaminated Needles and Sharps
- E. Personal Hygiene
- F. Personal Protective Equipment
- G. Housekeeping

III. Hepatitis B Vaccinations

IV. Communication of Hazards

- A. Labels
- B. Signs
- C. Employee Training

V. Post Exposure Evaluation and Follow-up

VI. Recording Keeping

Appendix A: Universal Precautions

Appendix B: Hand Washing

**Ocean Partners Hospitality
Blood borne Pathogens Control Program**

I. POLICY STATEMENT

Bloodborne diseases can be transferred from source to source. The risk of transmittal can be reduced by following the guidelines provided in OPH's Bloodborne Pathogens Control Program. At OPH, we feel that it is crucial to control exposures to blood borne pathogens through proper work practices, employee training and engineering controls.

It is the policy of OPH that you can work in the printing and bindery industry with minimal risk of contracting any blood borne diseases by following the correct work practices.

A. Purpose

It is the purpose of this Bloodborne Pathogens Exposure Control Program to minimize exposure to blood borne diseases from body fluids encountered during the work day.

B. Definitions

Blood - means human blood, human blood components and products made from human blood.

Bloodborne Pathogens - mean pathogenic microorganism that are present in human blood and that can cause disease in humans. These pathogens include, but are not limited to, Hepatitis B Virus (HBV) and the human immunodeficiency virus (HIV).

Contaminated -- means the presence or reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

Contaminated Laundry -- means laundry that has been soiled with blood or other potentially infectious materials or may contain sharps.

Contaminated Sharps -- means any contaminated object that can penetrate the skin including, but not limited to needles, scalpels, broken glass, broken capillary tubes, and exposed ends of dental wires.

Decontaminated -- means the use of physical or chemical means to remove, inactivate, or destroy the blood borne pathogens on the surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use or disposal.

Disposable -- means any item indicated as single use only.

B. Definitions (continued)

Engineering Controls -- mean controls that isolate or remove the blood borne pathogen hazards from the workplace.

Exposure -- Any non Exposure Incident contact with blood or potentially infectious materials. Direct skin contact with intact skin.

Exposure Incident -- means a specific mouth, eye, other mucous membrane, and non intact or parenteral contact with blood or other potentially infectious materials that result from the performance of an employee's duty.

Handwashing Facilities -- means a facility providing an adequate supply of running potable water, soap and single use towels or air drying machine.

Hazard -- means an actual or potential exposure to risk.

HBV -- means Hepatitis B Virus

HIV -- means Human Immunodeficiency Virus

Occupational Exposure -- means reasonably anticipated skin, eye, mucous membrane or other parenteral contact with blood or other potentially infectious materials that may result from the performance or an employee's duty.

Other Potentially Infectious Materials -- mean semen vaginal fluids, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, and any fluid contaminated with blood, and all body fluids when it is difficult to distinguish.

Parenteral -- means piercing mucous membranes or the skin barrier through such events as needle sticks, human bites, cuts and abrasions.

Personal Protective Equipment -- is specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes not intended to function as protection against a hazard are not considered PPE.

Regulated Waste -- means liquid or semi liquid blood or potentially infectious materials, contaminated items, that would release blood or potentially infectious materials in a liquid or semi liquid state if compressed, items that are caked with dried blood or OPIM and are capable of releasing these materials during handling, contaminated sharps, and pathological and microbiological wastes containing blood or OPIM.

B. Definitions (continued)

Sterilize -- means the use of physical and or chemical procedures to destroy all microbial life including highly resistant bacterial endospores.

Universal Precautions -- is an approach to infection control where all human blood and body fluids are treated as if known to be infectious for HIV, HBV and or other blood borne pathogens.

Work Practice Control -- Means controls that reduce the likelihood of exposure by altering the manner in which a task is performed.

**Ocean Partners Hospitality
Bloodborne Pathogens Control Program**

II. METHODS OF COMPLIANCE

The following sections are intended to give guidelines for working with exposures to potentially infectious materials at OPH.

A. Universal Precautions

It is OPH's policy to treat all first aid patients and body fluids equally by following the standards for Universal Precautions outlined in the Infection Control Protocols.

The term "Universal Precautions" refer to a system of infectious disease control which assumes that every direct contact with body fluids is infectious and requires every employee exposed to direct contact to bodily fluids to be protected as though such fluids were HBV or HIV infected. Therefore, universal precautions are intended to reduce risk to OPH employees from parenteral, mucous membrane and non-intact skin exposures to blood borne pathogens.

In addition to the body fluids falling under the Universal Precautions, at OPH all sharps and any other items potentially contaminated will be treated using Universal Precautions.

For more information refer to the Appendix A

B. Engineering and Work Practice Controls

At Ocean Partners Hospitality several engineering and work practice controls have been implemented to help reduce exposure to potential blood borne pathogens.

Work practice Control -- Means controls that reduce the likelihood of exposure by altering the manner in which a task is performed. Some work practice controls that are used by Ocean Partners Hospitality include:

Potential Exposure

Contact with Fluids during first aid treatment

Contact with sharps in room

CPR and Stomach Contents

Body Fluid Spills

Work Practice Control

Gloves, Glasses and CPR Masks

Sharps disposed of at housekeeping cart

CPR Masks

Maintenance employees will wear gloves and use an EPA approved disinfectant to clean the area.

Ocean Partners Hospitality will review operations on a periodic basis to determine if additional exposures need to be addressed.

Engineering Controls -- mean controls that isolate or remove the blood borne pathogen hazards from the workplace. At OPH there are several engineering controls utilized including:

Potential Exposure
Contaminated Sharps

Engineering Control

All sharps will be placed in sharps containers impervious to stick through from needles, etc. Hand washing is one of the most important procedures for preventing infection. Hands must **always** be washed after first aid treatment contacts (following removal of gloves), after touching inanimate objects likely to be contaminated by blood and any time there is a potential of contamination. The rationale for hand washing after the removal of gloves is that gloves become perforated, knowingly or unknowingly, during use and allow bacteria to enter and beneath the glove materials, multiply rapidly.

C. **Hand Washing Facilities (For more information refer to Appendix B)**

D. **Handling of Contaminated Needles and Sharps**

At Ocean Partners Hospitality there are limited types of sharps which employees may encounter. These include, but are not limited to needles and other objects found in guest rooms that may become contaminated with blood or OPIM and have the potential of puncturing skin.

In order to prevent accidental parenteral contact with sharps in use at OPH the following procedures and guidelines have been developed.

Disposable Sharps -- Disposable sharps such shall be removed from the room. Sharps will be placed into puncture resistant Sharps containers by the original housekeeper.

Sharp surfaces which are contaminated and that cannot be removed will be disinfected by the original user. An EPA approved disinfectant shall be used.

Personal Protective Equipment -- PPE will be required to be worn when working with any potentially contaminated sharps. Gloves are available at the first aid stations throughout OPH.

E. **Personal Hygiene**

NO EATING, DRINKING OR SMOKING IN ANY OF THE FIRST AID TREATMENT AREAS. In addition, never eat, drink or smoke in any area where there are contaminated items or risk of exposure to potential blood borne pathogens.

Always wash your hands, using the procedures identified in section C, before and after work, as well as before and after meals, even if no patient contact took place.

F. Personal Protective Equipment

Personal Protective Equipment (PPE) at OPH is a crucial part of our prevention program. The following protection is required.

Patient Contact (First Aid) -- Personnel must be equipped with Gloves, Glasses (equipped with non-perforated side shields if there is a risk of splashing) or goggles, and masks at a minimum. Personnel falling into this category include First Aid Providers.

Housekeeper Contact -- Personnel must be equipped with Gloves, Glasses (equipped with non-perforated side shields if there is a risk of splashing) or goggles at a minimum. Personnel falling into this category include room attendants and housekeepers

G. Housekeeping

Cleanliness is one of the most important aspects to this program and the prevention of contraction of Bloodborne Pathogens from occupational exposures. At OPH, there are definite procedures for cleaning and housekeeping. The following is a synopsis of those procedures.

1. After each First Aid case
 - a. Sharps shall be placed in the puncture resistant container throughout the facilities.
 - b. Disposable items shall be placed in appropriate waste containers. Disposable items include gauze, towels, cotton products, gloves, masks and all barriers.
 - c. The spray, wipe, and spray technique shall be used on all touch and splash surfaces. An EPA registered surface disinfectant shall be applied to the surfaces to be cleaned, wiped off, and then a second coat shall be applied to these same surfaces and allowed to remain in a moist state for the recommended time per manufacturer. Although the areas should remain moist, they should not be dripping wet.

**Ocean Partners Hospitality
Bloodborne Pathogens Control Program**

III. HEPATITIS B VIRUS VACCINATIONS

- A. All employees who have had a potential exposure to blood borne pathogens will be offered a HBV vaccine within 24 hours of notice of exposure at no cost. This will be communicated to employees during orientation.

Although it is not a condition of employment, Ocean Partners Hospitality strongly encourages you to protect yourself from Hepatitis B by having and keeping your immunization current if there is an exposure. A simple blood screening test is available to determine if you require the vaccine.

- B. Prior to receiving the vaccine, all employees will be provided with a copy of the Bloodborne Pathogens Standard and Ocean Partners Hospitality Bloodborne Pathogens Program.
- C. If an employee refuses the vaccine, documentation must be completed. See below for a sample refusal form:

Ocean Partners Hospitality has made available to me the screening and or vaccination for HBV without cost to me.

Although I realize I am working in a position with potential risk of exposure to HBV, I do not wish to have the blood screening or vaccination at this time.

Signature _____

Date _____

Return to General Manager

**Ocean Partners Hospitality
Bloodborne Pathogens Control Program**

IV. COMMUNICATION OF HAZARDS

A. Labels

Universal markings (red containers) or BIOHAZARD Labels will be affixed to all containers with potentially infectious materials contained within them. Some of the containers include: Sharps Container RED CONTAINERS

B. Signs

As no laboratories or research facilities exist at OPH no signs will be posted indicating potential exposures areas. This is due to the fact that signs are intended for higher risk operations and to help control patient unease.

C. Employee Training

All first aid designee employees will receive initial and annual Bloodborne Pathogens training. Training will also be given in the event of change of assignment or process changes. This training will be completed annually by the Workers' Comp Carrier, or internally with assistance from the local preferred providers.

Training topics will include:

1. Copy of standard and explanation of contents
2. General explanation of epidemiology, symptoms and modes of transmission of blood borne diseases.
3. Explanation of Exposure Control Plan with copies or where to get copies
4. PPE Information on use, storage and maintenance, disposal and decontamination.
5. How to recognize tasks that may involve exposure
6. HBV Vaccination information
7. How to handle emergencies involving occupation exposure.
8. Exposure incident management
9. Labeling requirements
10. Question and Answer

**Ocean Partners Hospitality
Bloodborne Pathogens Control Program**

v. POST EXPOSURE EVALUATION AND FOLLOW-UP

Exposure Incident -- means a specific mouth, eye, other mucous membrane, and non intact or parenteral contact with blood or other potentially infectious materials that result from the performance of an employee's duty.

A. Medical Evaluation and Follow-Up Procedures Immediately after an exposure incident, the employee is required to report the exposure to their supervisor or designated person. Designated Person will document the exposure using the Accident Investigation Form and the exposure Incident Report. The Exposure Incident Report will at the minimum identify: Route of Exposure Circumstances of Exposure Identification of Source Individual

B. After the exposure incident has been filed, Designated Person will contact the source patient to obtain consent for blood testing. Designated Person will explain the purpose of the test (to protect employee) and that testing will be performed cost free. A follow up letter shall also be sent with the same information. The source patient will sign a written consent form for testing or a written denial of testing form.

C. Exposed Worker

1. If source individual consents to testing the exposed worker shall be offered information about HIV and HBV infection, methods of preventing infection and the HIV/HBV tests.
2. If source individual denies testing, the employee will be notified by Designated Person and advised to obtain a blood test. OPH will pay all costs associated with the blood tests. The appropriate forms will be provided to the employee regarding these tests.
3. Employees will also have Evaluation of Reported Illnesses, Counseling and other medical assistance upon need or request.

D. Health Care Provider

1. All health care professionals will be provided with a copy of this regulation and the exposure control plan.
2. Additional information will be provided to the health care professional including:
 - Description of exposed employees duties
 - Documentation of route of exposure
 - Results of source individual testing's
 - All relevant medical records.

3. The health care professional will provide OPH a copy of his written opinion which will be supplied to the employee.

**Ocean Partners Hospitality
Bloodborne Pathogens Control Program**

VI. RECORDKEEPING

A. Medical Records

1. OPH will maintain an accurate record for each employee with occupational exposure including:
 - a. Name and Social Security Number
 - b. Copy of HBV Vaccination Status and medical records relative to the employee's ability to receive vaccination.
 - c. A copy of all results of examinations, medical testing and follow up procedures for any exposure incidents.
 - d. Employer's copy of Written Opinion
 - e. A copy of the information provided to health care professionals for exposure incident evaluation.
2. All employee medical records shall be kept confidential and will not be discussed, disclosed or reported without the employee's express written consent to any person.
3. All medical records will be maintained for a minimum of 30 years.

B. Training Records

1. Training records will include the date of training session, summary of the contents of the training session and the names and qualifications of the persons presenting the training.
2. All attendees to training will sign a log with name and job title.
3. Training records will be maintained for three years from the date on which the training occurred.

C. Availability

1. All records will be available to the Assistant Secretary and the Director for examination and copying.
2. Training records will be available upon request for examination and copying to employees, their representatives, to the Director and Assistant Secretary.
3. Medical records will be provided upon request to subject employees and to anyone having the written consent of the subject employee.

APPENDIX A

UNIVERSAL PRECAUTIONS

Blood and other body fluids shall be considered potentially infectious materials. These precautions are intended to prevent contact exposure to blood borne pathogens by an employee via parenteral, mucous membrane and/or non-intact skin. All consumers/clients/patients will be assumed to be infectious.

It is the company's policy to treat all patients equally by following the standards for Universal Precautions outlined in the Infection Control Protocols.

The term "universal precautions" refers to a system of infectious disease control which assumes that every direct contact with body fluids is infectious and requires every employee exposed to direct contact with body fluids to be protected as though such body fluids were HBV or HIV infected. Therefore, universal precautions are intended to prevent health care workers from parenteral, mucous membrane and non-intact skin exposures to blood-borne pathogens.

Universal Precautions apply to:

- o Human blood
- o Human blood products
- o Human blood components
- o Human unfixed tissue and organs (living or dead) other than intact skin
- o All body fluid visibly contaminated with blood
- o All body fluids if differentiation is difficult/impossible

APPENDIX B

HAND WASHING

Hand washing is the single most effective barrier to microbial transfer.

Components of hand washing:

- o Water
- o Agent
- o Friction
- o Time

Hand Washing Technique:

- o Begin water flow
- o Remove jewelry
- o Moisten hands, other skin surfaces
- o Apply cleansing agent
- o Apply friction (rub)
 - Finger planes
 - Web Spaces
 - Fingernails
 - Time: Dependent upon exposure
 - Rinse thoroughly under running water
 - Dry thoroughly with disposable towels
 - Utilize drying towel to turn faucet to OFF position
 - Discard drying towel in designated container

Material Data Safety Sheets:

The Federal and state offices of OSHA require full disclosure to employees about any hazardous substances with which they are required to work. Clearly, this specifically applies to your Housekeeping, Food & Beverage, and Maintenance staff and could apply to others should they come into contact with any hazardous substances in the course of their job.

You have the Material Safety Data Sheets on the chemicals you order. These come with the chemicals you receive. However, we are required to do more with respect to full disclosure than simply having these sheets available and training the employees on their use. This memo explains the extent of our obligation. Here is what you need to be doing and you **MUST** document it when you do it.

1. List all hazardous substances; be sure to keep the list current.
2. Make sure that you have a Material Safety Data Sheet for all of the hazardous substances on your list. The manufacturer will send you those you are missing. Make sure to get one when you get a new hazardous substance.
3. Make sure all hazardous substance containers are labeled.
4. Train all of your employees on proper and safe use of all hazardous substances before they begin to work with them. All of this information is found on the Material Safety Data Sheets. Training is to include:
 - a. Chemical and physical properties of materials and methods that can be used to detect the presence or release of chemicals (including chemicals in unlabeled pipes).
 - b. Physical hazards of chemicals (e.g. potential for fire, explosions, etc)
 - c. Health hazards, including signs and symptoms of exposure, associated with exposure to chemicals and any medical condition known to be aggravated by exposure to the chemical.
 - d. Procedures to protect against the hazards (e.g. personal protective equipment required its proper use, and proper maintenance, work practices, procedures for emergency response).
 - e. Work procedures to follow to assure protection when cleaning hazardous chemical spills and leaks.
 - f. Where Material Safety Data Sheets are located, how to read and interpret the information on both the labels and these sheets, and how employees may obtain additional hazard information. This would be to contact their direct supervisor and/or the General Manager who will contact the manufacturer if necessary.
5. Be sure you document this training (who, what, when) -everything is lost if you fail to document this training.

6. Make sure that the Material Safety Data Sheets are easily accessible to all employees working with these substances. The location of the documents should be close to their immediate work area.

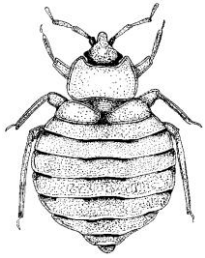
Key Control for Housekeeping

The housekeeping department has access to many restricted areas at the hotel. For their own safety and the safety of guests, it is important that all staff understand the appropriate policies and procedures for all keys used in the department. The items listed below are basic procedures that take place at almost every hotel.

- When staff start work each day they should be assigned a key with a number or code on it. They should always sign their name, key number and the time they checked-out the key on a key sign out sheet. At the end of their shift all keys should be returned to the manager and employees need to sign their name and time stating what time the key was returned. Keys should never be taken home. Keys should never be labeled with the location or description of the area they open. If the keys are dropped and found by guests, then guests have access to restricted areas.
- While employees are working through out the hotel all keys should be kept in their uniform pocket and or attached to their uniform. Having keys attached to the uniform is the best way to ensure the keys are not left in the open and keys are not lost. Keys should never be left on maid's carts or work carts.
- If keys are left in guest rooms after the guests have departed, the room attendant should put the keys in their uniform pocket. During their lunch break all keys should be returned to the supervisor or front desk. This is extremely important since some keys may be programmed for a longer period of time then the guests decided to stay, so they will still work. If these keys are left on maids cart any one could access a guestroom with out anyone knowing.
- What to do if a guest states they are locked out of there room? Even if a person claims to be a guest and is walking around the hallways trying to get into a room you should never let them into any restricted areas especially guest rooms. Tell them that for their safety they need to go to the front office to verify their identification before receiving another guest room key. This may make the guest irritable and frustrated so you must apologize for the inconvenience and reinforce that they must go to the front office for their safety.
- What to do if a person approaches the room you are cleaning and says it is there room? You must not allow the person to enter the room. You do not know if they really are the guest occupying that room. You must ask the guest for their key and open the door using their key. If the key works then they may be allowed to enter the room.
- What to do if a person, such as visitor, approaches you in the hallway and needs to enter a guest room? You should never ever let people into any restricted areas of the hotel. You must tell the person that they need to go to the front office and be announced as a visitor.

Other Key procedures for Housekeeping Management:

- All keys should be labeled with a code not the actual location or space the key opens.
- Key rings should have only the minimum keys required for that employee to use. For example a room attendant's key ring should only have a guest room key, laundry chute key and, storage room key. They do not need access to maintenance closets or other areas of the hotel that are not used to perform their job. Housekeeping management will need to define what keys should be assigned to each key ring.
- All keys should be on a lanyard or key extender ring. These two options allow the keys to be on the employee's person and are more likely not left on maid's carts or in rooms. It is also helpful especially for room attendants that the uniforms have pockets to keep keys on their person.
- Keys should never leave the property. All keys should be inventoried and locked in a secure place at the end of each day. It is important that a manager or supervisor inventory the locked box for all of the keys in your department. To do this a Key Audit sheet must be created which is a list of all of the keys used in the department and a date column so you have a record that the keys were inventoried each day. The list should be typed. If any of the keys are missing they must be found immediately or locks must be re-keyed or changed completely.
- A new key sign out sheet should be used daily. The sign out sheets should be filed by date for one month and kept in an immediate area such as the housekeeping office. After one month the key sign out sheets should be removed and stored with other hotel records for that month.



Bed Bugs

Overview

The resurgence of bed bugs is a growing problem for the hotel industry. Over the past decade, bed bugs have begun to make a comeback across the United States. They are most frequently found in dwellings with a high rate of occupant turnover; such as hotels, dormitories, apartments, prisons and health care facilities. Bed bug activity can result in customer dissatisfaction, lost business and lawsuits.

In this section you will learn about the following:

- Bed Bug Basics
- Bed Bug Life Cycle
- What to do if you think you found bed bugs?
- Inspecting the room for Bed Bugs
- Clean Up Tips
- Inspection Forms



Bed Bug Basics:

- Bed bugs are wingless insects that live in cracks of furniture, folds of mattresses and box springs, and behind walls. Adult bed bugs can live up to a year and a half, frequently feeding on your guests.
- Their bodies are broad and flat. Adults are 4-5 millimeters in length, 3 millimeters wide and reddish brown in color. Their eggs are white, oval and about 1mm in length.
- They feed mainly on the blood of humans, but will seek a blood meal from other animals as well. Bed bugs do not attach themselves to pets. They will only feed on pets if they are starved. They prefer to feed at night and are able to live several months without a meal.
- The adult female requires a blood meal prior to laying eggs. There is no specific pattern to where the eggs are laid, but most often they are found near the bed bug's harborage site. Female bugs can lay up to 500 eggs in their lifespan. Fertile eggs hatch approximately 10 days after being laid but can be viable for up to 28 days.
- Under consistently moderate room temperatures and an adequate food supply, bed bugs will live over 300 days. Low temperatures and inconsistent food supply can actually extend the life span of stressed bed bugs. In these conditions, bed bugs enter a semi-hibernation period that may extend their lifespan up to a year and a half.
- Temperatures held at 111 -113° F for 15 minutes will kills bed bugs. Sixty minutes is required to kill eggs at this temp.
- Bed bugs are spread through travel, as they hitchhike with luggage, clothing, bedding and furniture. They prefer to live in walls, mattresses and furniture. Signs of a bed bug infestation include rusty spots of blood stains on bed linens, mattresses and headboards. They do not occur naturally away from man and typically will be found only in structures occupied by man (home & businesses)



Life Cycle of the Bed Bug

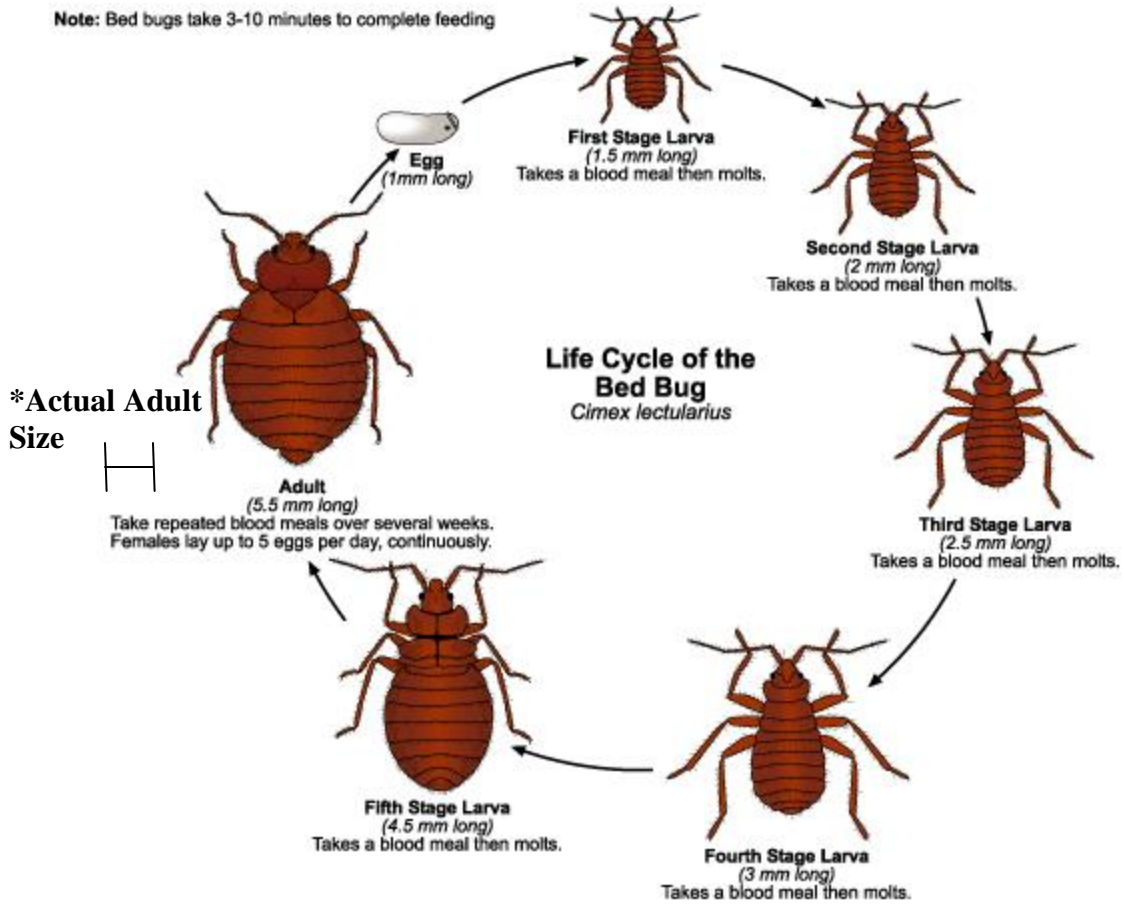


Image from www.entm.purdue.edu/publichealth/resources.html

What to do if you think you found bed bugs?

Notify your supervisor immediately. These pests are very hard to identify as there are other species that resemble bed bugs.

Inspecting the room for bed bugs:

- Inspect furniture, mattresses, box springs, closets and bed lines for possible infestations Use the attached inspection charts to sweep every inch of the room. Remember bed bugs are millimeters and they are flat so they can fit almost anywhere.
- If a suspected infestation occurs, contact your pest control provider immediately for further planning and guidance.

Clean Up Tips:

Remember that your pest control provider will have detailed instructions for you to follow. These are additional tips to remember. These tips are not to be followed as a full extermination or treatment of bed bugs:

- Once the room is deemed as clear the cleaning process may begin starting with brushing all furniture and bedding with a strong bristly brush, focusing on cracks and crevices in all furniture, corners, base boards, carpet joints, bed rails, fixtures and so on.
- Vacuum room utilizing a wand attachment focusing on all mattress tufts, folds, cracks and crevices
- Vacuum all carpets completely three times.
- Vacuum all picture frames, head boards, door frames, outlets, light fixtures, and fire suppression systems.
- All items that can be laundered need to be removed this would include: mattress pads, sheets, blankets, comforters, drapes, sheers, towels, rugs, furniture covers, bed skirts etc. Some items may be needed to be thrown away or you can choose to throw them away. If these items are not thrown away then they need to be washed in dried in a hot cycle.
- Discard old pillows in sealed plastic bags.
- Remove old bedding, furniture, fixtures, and so on when suggested by pest control provider (usually in severe infestations)
- Steam cleaning mattresses may be in order depending on the severity of the problem. (blood stains may be observed on the mattress)
- Mattress and box spring may have to be discarded if so these items should be encased in plastic bags and sealed. The mattress and box spring should be encased in the plastic bags inside of the room and then discarded. If you move the mattresses before you encase them you are opening up many areas of your hotel for infestation. Your pest control provider should be able to offer you information on mattress and box spring bags.

Inspection Form

Room #	Date / Time:	Completed By:
Inspection Summary		
Done = ✓	Inspection & Evidence Key	Location
	No Evidence Found	
	Live Insects = L	
	Dead Insects = D	
	Skin Castings	
	Eggs = E	
	Fecal Matter = S	
	Blood Stains = B	
Inspection Detail		
Done = ✓	Bed 1	Evidence
	Bedspread	
	Blanket	
	Top Sheet	
	Pillow Case	
	Pillow	
	Fitted Sheet	
	Mattress Cover	
	Mattress	
	Bed Frame	
	Box Spring	
	Head Board	
Done = ✓	Bed 2	Evidence
	Bedspread	
	Blanket	
	Top Sheet	
	Pillow Case	
	Pillow	
	Fitted Sheet	
	Mattress Cover	
	Mattress	
	Bed Frame	
	Box Spring	
	Head Board	
Done = ✓	Head Board Wall	Evidence
	Lamps/ Lampshades	
	Night Stands	
	Clock/ Radio	
	Telephone	
	Bible	
	Hotel Literature	
	Base Board	
	Picture/ Mirror/ Frames	
	Wall Paper	
	Ceiling	
Done = ✓	Far Wall	Evidence
	Closet	
	Suitcase Rack	

	Base Board	
	Wall Paper	
	Ceiling	
	Armoire	
	Dresser	
	Desk	
	Chair	
	Base Board	
	Picture/ Mirror/ Frames	
	Wall Paper	
	Ceiling	
Done = ✓	Exterior Wall	Evidence
	Draperies	
	Base Board	
	Chairs	
	Tables	
	Picture/ Mirror/ Frames	
	Wall Paper	
	Ceiling	
Done = ✓	4th Wall	Evidence
	Picture/ Mirror/ Frames	
	Base Board	
	Wall Paper	
	Ceiling	
	Sofa	
	Chairs	
	Table	
Done = ✓	Bathroom	Evidence
	Sink Cabinet	
	Mirror and frame	
	Base Board	
	Wall Paper	
	Ceiling	
	Terry	
	Shower Curtain	
	Floors	
Done = ✓	Guest Belongings	Evidence
	Suitcases	
	Hanging Items	
	Dresser Items	
	Computer Bag/ Briefcase	
Done = ✓	Housekeeping Items	Evidence
	Rollaway	
	Cribs	
	Spare Bedding (pillows / blankets)	
	Maids Cart	

Code Red Procedures



Our Business operates twenty-four hours a day, seven days a week. The Code Red procedures include the very basic general information necessary in the event of most emergencies at your hotel. The hotels Emergency Handbook has more complete and detailed instructions for you to follow in the case of an emergency. It is important that these procedures be thoroughly understood to ensure competent performance regardless of the nature of the emergency with which you and/or other employees are responsible for.

There is a Code Red stand in each department at the hotel. The stand contains ten different emergencies cards that can happen and the steps that you need to take. Please review each of the cards with your department head so you understand the steps completely.

Quality



The Daily Line Up:

The purpose of the daily line up is to review your staff's appearance and to focus their attention toward the days work. It is also an opportunity for staff to provide valuable feedback back to the supervisory team about equipment or product needs that may be impacting the department.

Each morning the housekeeping manager or person filling in as that role is required to conduct "The Daily Line Up" with all of the housekeeping staff that are scheduled for the day. The meeting should be no more than 10-15 minutes long and should start before the room attendants begin cleaning rooms. The meeting should be in the general working area; such as, around the time clock, break-room or, housekeeping offices. There are Five Key items that should be on the agenda every morning to be reviewed and they are:

1. Staff Appearance
2. Discuss Any VIP's, Groups or, Tours
3. Service Point for the Day
4. Cleaning Focus Point or Special Cleaning Projects for the Day
5. Room Assignments & Keys Distributed

Each of the items is listed below in detail and offers examples. The items on the agenda should be reviewed in that order to keep the attendants concentration and focus during the meeting. If you give them their room assignments first, then they may be reviewing the rooms they were assigned and thinking or planning instead of, listening to other critical items on the agenda.

- **Appearance:** The first thing the manager needs to review is the appearance of each room attendant from top to bottom. If any of the employees do not comply with the items on the list below they will not be allowed to work until the issue is resolved. This may result in them being sent home for the day. Make sure you check:
 - All employees are wearing the approved uniform with a nametag and closed toe shoes. Their uniform needs to be clean, neat & ironed; No modifications added.
 - Hair is groomed and neat, unnaturally colored hair and extreme hairstyles are not appropriate or professional. Mustaches and beards (if permitted) must be clean and well trimmed.
 - Excessive makeup is not permitted. Perfume, cologne and aftershave is used in moderation or avoided altogether.
 - Offensive body odor and poor personal hygiene are not permitted
 - Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
 - Facial Jewelry such as, eyebrow rings, nose rings, lip rings and tongue studs are not allowed. Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
 - Visible excessive tattoos and similar body art must be covered during business hours.

- **Discuss Any VIP's, Groups or, Tours staying at the hotel:** The staff likes to be involved and aware with what is going on at the hotel. Making them aware of VIP's and groups will also help them prepare when cleaning those particular rooms. For instance a soccer team may have numerous rooms and require more time to remove trash or they may require more towels which can help the room attendant bring more towels on her cart.

- **Service Point for the Day:** It is important for the staff to remember that they are guest service agents. They interact and engage the guests just as other employees of the hotel do. In order to maintain a high level of guest service throughout the hotel where your employees are working, the department should have a Service Point Calendar which has service points that will be reviewed with the staff each day during the line up. During your daily line up the service point should be discussed openly with the staff. Use examples of how they can interact and engage the guests using your daily service point. Get feedback from the staff on there exchanges with the guests. There should be any where from 10-20 different service points and they should be rotated after 10 or 20 days back to the beginning. Below are list of example service points that could be on your calendar:
 - Welcome the guest to our hotel and geographic location. Tell them something about the area, an attraction or historic area.
 - Smile & use appropriate, professional language when speaking with guests. Use the guest's name.
 - Make sure your appearance is professional.
 - Take Pride in your work area! The most likely place for you to interact with a guest will be over or near your maid's cart. Be sure your cart is neat and tidy!

- **Cleaning Focus Point or Special Project for the Day:** Each of the room attendants should be advised if there are any special cleaning projects for the day or focus points in the guest rooms that should be addressed. You should review the project with the team and instruct them on how to clean the item or space and what chemicals to use. This may require adding additional tools or cleaning supplies to the carts. The cleaning focus or cleaning project should be also be written or typed on the room assignment sheets. Examples of cleaning focus points or special cleaning projects would be:
 - Bathroom Tile grout
 - Door Tracks
 - Bathroom Vents
 - AC Vents
 - High dusting
 - Low dusting
 - Adding or removing a piece of collateral from the room
 - Moving the location of something in the room, such as furniture or amenity placement

- **Room Assignments & Keys Distributed:** Before the attendants are released, the room assignments should be distributed and keys should be signed out for the day.

See the following Exhibits in the Housekeeping Checklists & Forms section at the end of this document:

- Exhibit D – Room Attendant Key Sign Out Sheet
- Exhibit E – Management Key Sign Out Sheet

Room Assignments:

Assigning rooms to the Room Attendants to clean is done by using a Room Assignment Forms. These Room Assignment Forms are a very important document and tool that are used every single day in the housekeeping department. A room assignment is a list of rooms with the house status of each that is given to a room attendant for them to complete each day. The property management system (PMS) at your hotel most likely has a housekeeping module capable of printing room assignments automatically vs. prior methods of hand writing the room assignments onto a form. This prior method of writing everything out is very time consuming and is not error proof. You may miss pertinent information by transferring the printed data to written data such as, the status of a room or you may miss writing an entire room number down and that would result in a very unhappy guest because their room did not get cleaned. To insure accuracy, all of the room assignments distributed at your hotel should be printed directly from the PMS. One thing you need to be sure of is that no guest information is shown on the printout. Room assignments are most likely left on the maids cart out in the open and anybody that walks by can read it and gain guests location. To assign the room for housekeeping service you must identify the status of the room. A guest room will be identified with one of the following status labels each day:

Checkout: The guest is departing for the day and the room requires full service

Stay Over: The guest is remaining in the room for another day and requires partial/stay over service.

There are many different PMS and they often have various codes to note these status labels so make sure you and your team are familiar with what codes are used.

Once you have a printed room assignment sheet you must assign one attendant to a list and record a “target time.” A target time or ending time shows a room attendant when they must have all of the rooms on their room assignment sheet finished. This is a critical task and must be done each day and on each room assignment sheet. The housekeeping department is measured on efficiency and how many minutes are spent cleaning in each occupied room. The industry standard minutes per occupied room (Min POR) is 30.

- Calculating the target time is a simple formula which is 30 minutes allowed for each due out (check-out) and stay over. Once you have figured how much time it would take the room attendant to complete there list, plus their lunch break, you can use this formula to determine what time the room attendant should be finished working for the day and this time becomes your target time.

The room assignment sheets are to be prepared early each day before the room attendants arrive and are to be distributed to the room attendants at the Daily Line Up. Please be sure you have checked the following items before you distribute your room assignments:

- Each of the room attendants should have a room assignment sheet pre-printed and placed on a clipboard w/ a pen ready for distribution. All of the room attendants should have a clipboard with a pen so it is easy for them to update their sheets and it keeps the papers organized and less crumpled. All of the room assignment sheets are saved and may be referred to in the future so it is important that they are not crumpled, stained or illegible. The boards should be kept clean and professional. No stickers, doodles, etc.
- Room Attendant's Name
- Target Time has been recorded.
- Be sure there is a space for the room attendant to write the starting and ending time for each room.
- List of the rooms and the status for each
- A place to right life safety or maintenance issues for the corresponding room or location
- Special Projects or cleaning focus point for the day should be written on the sheet
- A place for the room attendant to sign the sheet at the end of their shift
- Reminder!!!! No Guest Name or information should be on the room assignment sheets
- Reminder!!!! Any Room with a Do Not Disturb or No Service Requested must be reported to the section supervisor.

All room assignment sheets should be filed by date and kept for one month in the immediate housekeeping office area. This will help you offer an immediate answer to any guest or room number issues.

How to Clean a Guest Room:

There are many different types, shapes and sizes of hotel rooms. Many hotels have features in their guest rooms that make their rooms unique and require special cleaning procedures and chemicals. However, almost all hotel rooms can be separated into two areas which have basic cleaning procedures. Those two areas are the Bedroom and the Bathroom. It is important for the entire housekeeping team to clean the guestrooms at your hotel the same way each time they go into a room. This will ensure efficiency and safety for the employees as well as the guests. We have separated the basic guest room cleaning procedures into 6 categories. Those categories are, from start to finish:

- Entering the Guest Room
- Cleaning Preparation - Remove All Trash & Linen
- Making the Bed
- Clean Bathroom
- Wipe Down & Dust
- Vacuum
- Leaving the Guest Room Ready for Inspection

Each step in the guest room cleaning process is further explained below. These procedures are the basic procedures used in a typical hotel guest room. All HVS/AHMC managed hotels are required to use ECOLAB products. The processes described below reference the colored ECOLAB cleaning supplies designed for hotel guest rooms. The housekeeping manager at your hotel may want to expand any of these processes further and add more details. Before you start cleaning a guest room you will have received a room assignment sheet, keys and, fully stocked maids cart.

Entering the Guest Room

It is important that you following these steps when entering the guestroom:

1. Knock twice announcing “housekeeping” after each knock. Do not knock with anything but your hands.
2. As you open the door announce “housekeeping” one last time. This gives the guest three announcements of who is at the door. If no one is in the room apply your wedge or sandbag to the bottom of the door. If someone is in the guestroom see the next section.
3. Pull your cart up to the door frame as close as possible. You will do this for the following reasons: blocks intruders from entering the room while you are cleaning, lets guests know you are cleaning the room, allows for easier traffic in the hallway around your cart and, allows easier and quicker access to your supplies.
4. If necessary record what time you entered the room and began cleaning.

5. Be sure your keys are secured to your uniform or in your pocket. Your room assignments should be kept in an inconspicuous place on your cart or kept in the guestroom.

If a guest is in the room after you have knocked twice and announced yourself three times:

1. Apologize and ask the guest if they would like the room cleaned later?
2. Show the guest where the Do Not Disturb sign (DND) is located in the room so that they are not disturbed again in the future.
3. Fulfill the guest's request either coming back later or proceeding with your normal routine. Keep the door and windows open if you stay and clean the room with the guest in the room.
4. Note on your room assignment sheet if you need to come back later or if the DND was placed on the door.

Cleaning Preparation - Remove All Trash & Linen:

The following items should be the first items completed once you enter the room:

1. Walk around the room turning all of the lights on. Make sure lamp shades are tight and seams are towards the wall
2. While wearing gloves collect all trash throughout the room and place in the wastebaskets. As you make your way back around to the entrance door, dump the trash from the guest room wastebaskets into your maids cart trash bag.
3. Remove AC Vents – wipe them off into your maids cart trash bag.
4. Clean the trash cans inside and out with the appropriate cleaner.
5. Strip the bed linen: do not place any pillows, blankets or, comforters on the floor
6. Strip the bathroom towels
7. Spray the bathroom down with disinfectant: Spray the shower walls from one corner, top to bottom, to the opposite corner; spray the tank, seat and, base of the toilet.

Making the Bed

1. All Sheets should be folded into packs for easy cart stocking and quick access to a full set of bed sheets.
2. The corners should be squared off
3. Pillow cases should not be put on the pillows by placing the pillow under your chin
4. King beds should always have three pillows
5. Leave edges and bottom of comforters pulled onto the bed for vacuuming

Cleaning the Bathroom

1. Start with cleaning the shower walls; start in one corner, top to bottom, and work your way around the entire shower surround. A soft scrub brush should be used on the entire bath and shower surround. Do not use any scrubbing or abrasive material on the chrome handles or tub plug.
2. Use a soft cloth and blue cleaner on any chrome in the tub
3. Clean showerhead; leave the showerhead facing the inside shower wall.
4. Clean bathtub walls and floor. Be sure to scrub all around the soap dishes.
5. Remove the tub stopper and clean thoroughly. Remove any hair attached to it.
6. Rinse the residue off the walls with rinse cups. By scrubbing you will have a residue on the walls and tub that will need to be rinsed.
7. Dry, by wiping down with dry rag, the entire shower walls and bathtub of the rinsing water.
8. Wipe down the shower liner. If the liner is stained or has mildew it needs to be replaced
9. Clean the toilet; wipe from top to bottom including tank, seat and, base. Use a toothbrush to clean around the hinges of the toilet seat. Use a toilet brush to clean inside the bowl. Flush once you are finished cleaning and leave the seat down.
10. All chrome pieces in the bathroom should be cleaned with the blue cleaner. These items would include: towel bars / racks, toilet flusher, robe hooks, toilet paper holder, shower handles and shower heads.
11. Fold the toilet paper into triangles. If roll is $\frac{1}{4}$ or less it needs to be replaced.
12. Spray and clean the vanity with pink cleaner. Be sure not to spray the sink fixture with the pink spray. The fixture needs to be cleaned with blue cleaner.
13. Clean the mirror with blue cleaner. Start in one corner, top to bottom and work your way to the bottom corner.
14. Fold facial tissue into triangle.
15. Clean the ice bucket in the sink – Use appropriate chemicals
16. Clean the coffee pot in the sink – Use appropriate chemicals
17. Wipe down the inside, outside and, cord of the hairdryer – be sure it is plugged in
18. Sweep the floor. Start at the farthest point into the bathroom and sweep towards the carpet. Do not sweep debris onto the carpet; sweep debris into a dust pan
19. Re-stock all towels and amenities in the bathroom. The towels should look fresh, clean and fluffy. The presentation of both the towels and amenities should be appealing.
20. Clean bathroom floor and grout; start at the farthest point into the bathroom and work your way out to the carpet. Scrub the tile grout with a soft scrub brush and wipe the tiles down with a soft rag. Be sure to wipe behind the door, under vanity and, behind / around toilet base.
21. Use adhesive (sticky) roller on tile floor and shower/ tub surround to remove any remaining hairs.

Wipe Down & Dust

1. Start in a corner of the room with your feather duster and dusting rag. As you walk around the room clockwise dust from top to bottom, wiping down anything that comes in your way. Be sure to move objects and wipe under and behind them. This will ensure the entire room is covered. If you come across electronics turn them on or check to make sure they are working. For instance: TV remote, TV, phone, alarm clock, etc.
2. Be sure to wipe down the hand set, cord and, base of the phone
3. Open all drawers and wipe down the insides and outsides
4. All Mirrors need to be cleaned with blue cleaner and soft rag. Start in one corner, top to bottom, and work your way to the bottom corner.
5. All windows need to be cleaned with blue cleaner and soft rag. Start in one corner, top to bottom, and work your way to the bottom corner.
6. Wipe down windowsill
7. Wipe down top, control panel, sides and, grill of PTAC unit.
8. The AC needs to be left on low cool around 1:00
9. Check under chair cushions and wipe down.
10. Wipe down lamp shades and bases.
11. Bundle cords neatly and hide them out of the guests view.
12. Dust and wipe down top shelf or bars in closet.
13. Wipe down all light switches and outlets
14. Wipe down both sides of door and door handles, check view finder, be sure the door closes from the half way point. Check deadbolt and secondary lock and wipe them down. Check for fire evacuation signage
15. Make sure all collateral in the room is crisp and fresh. If any pieces are stained or damaged they must be replaced.

Vacuum

1. Start from the farthest point in the room, working your way back to the entrance of the room with a broom, edging all of the carpet.
2. Then start from the farthest point in the room again, working your way back to the entrance of the room by vacuuming. Do not vacuum over the cord.
3. Move objects such as chairs, waste baskets and, lamps to vacuum underneath them. Do not vacuum around items.
4. vacuum behind doors that are open

Leaving the Guestroom Ready for Inspection:

1. As you are finishing cleaning the room you need to leave the guest room ready for inspection. All guest rooms are inspected and you should be prepared to return for correction if things are not done accurately.
2. All lights should be left turned on. Shades need to be positioned so seams are hidden

3. All electronics need to be left turned on. This would include: TV and clock radio. The alarm on the clock radio needs to be turned off. Be sure the TV remote works
4. All drawers need to be left open
5. All bed comforter edges need to be flipped up
6. All Balcony Doors and windows need to be locked
7. The last thing you should do is check the room one last time. Step back and take an overview shot of the room to see if anything looks out of place or is missing.
8. If necessary record the time you finished cleaning the room on your room assignment sheet.

Additional Tips & Reminders

You may be required to vacuum the carpet immediately outside of each guest room you clean. If you work at an exterior corridor property you may be required to sweep the balcony immediately outside the guest room.

Many hotels have private balconies off of guest rooms that require cleaning. This may fall under room attendant responsibilities.

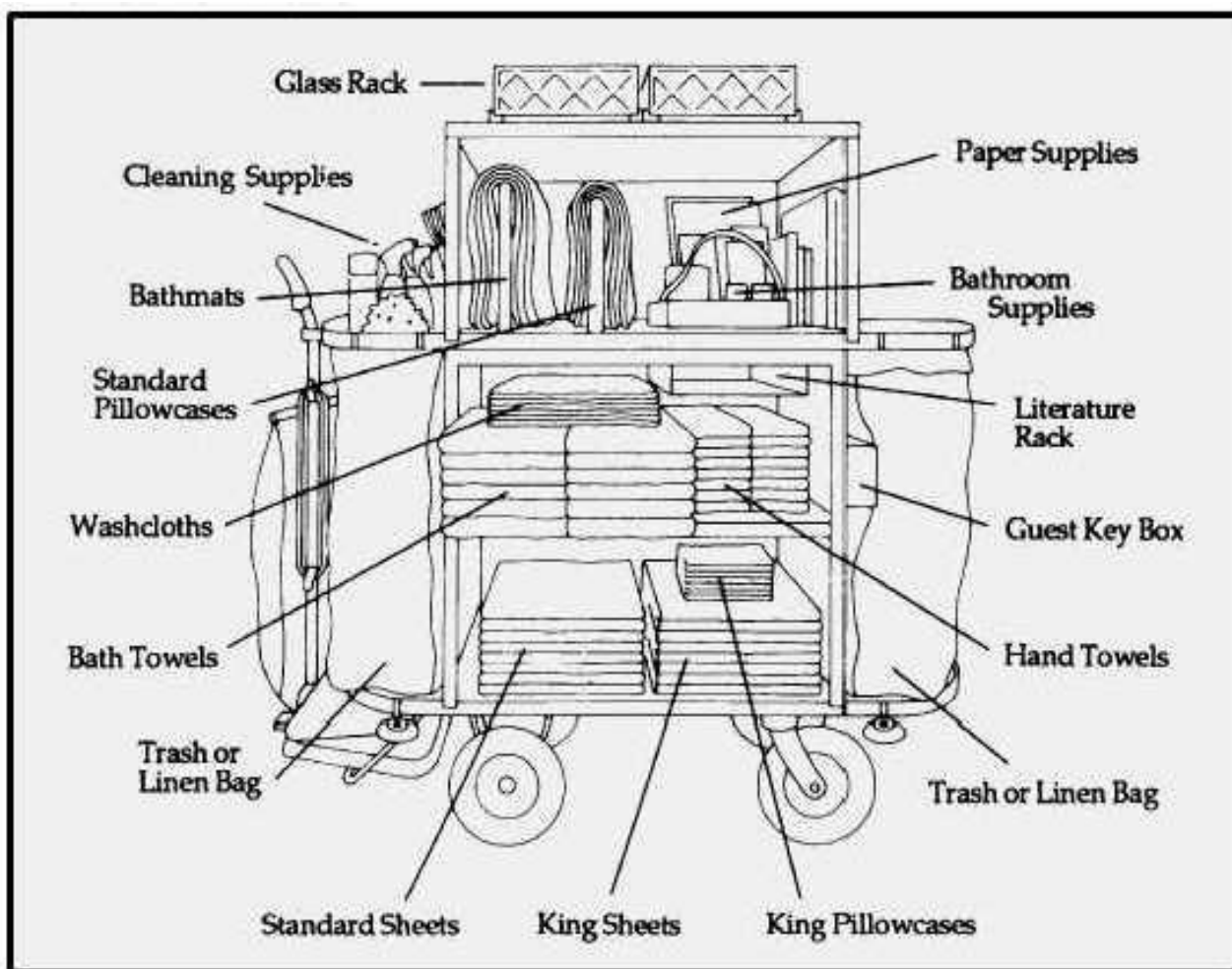
Other common items in hotel rooms that need to be cleaned: microwave, refrigerator, dishes, sofa beds etc.

As you are cleaning rooms your cart will fill up with trash and dirty laundry. You may also run low on amenities and clean linen. It is important that your housekeeping department have a procedure in place so that you do not have to stop cleaning to run and empty your cart of dirty linen and trash or run and get fresh supplies. All of your time should be spent cleaning guest rooms. You need to work efficiently to achieve your target time. (See Room Assignments SOP)

At the end of the day maid's carts and caddies are fully stocked and stored for the next day. This responsibility may be for the room attendants at your hotel.

Keeping A Quality Maids Cart

The maid's cart is important to the housekeeping process. A well-organized cart can provide better efficiency to the Room Attendant and allow them to gain access to their supplies quickly and neatly. Since the guest in hallways also observe this cart it is extremely important that it is maintained in good repair and a professional manner. A cart that is in need of paint, is dirty or is in disarray reflects poorly on the housekeeping department. Like wise, a clean well-organized cart gives our guest confidence that the same quality care we use on the cart is also being used in their room. The following is a format for stocking the maid's cart:



The type of cart varies and some have glass racks on the bottom some have no glass racks at all. But the inventory above is a solid reference.

Additional items that should be on the Maids Cart and their use

Utility Items for Carts	Use
Scissors	Trim loose threads on bedspreads and carpets.
Light bulbs	Replace burnt out bulbs
2" Paint brush	Clean bathroom vents
Long handled hair roller	To finish off bathrooms and remove loose hair
Screwdriver & screw assortment	Replace old or missing screws in light plates, grab bars, etc.
Long handled duster	To clean around vanity lights, room corners, ceiling, and drapery tops.
Two-step step ladder	To assist Room Attendants in hard to reach spots.

The extra care in preparing the maid's cart makes this an ideal responsibility for the Laundry Attendant. They are centrally located with all of the supplies and they have ample opportunity to provide this service later in the day after the Room Attendants have completed their work.

There are some *Don'ts* that you should be aware of in reference to Maid's Carts:

Don't tie plastic bags around the edge of the carts. A proper container can be found for every possible need. It looks cleaner and more professional.

Don't allow stickers or personal items to be attached to the carts. They trash the appearance and look dirty and ragged with time.

Don't allow food to be consumed on the cart and while cleaning rooms. Once again it looks bad to the guest.

Don't allow vacuums to look trashy either. Fix or replace broken trim pieces and clean on a regular basis.

Don't leave carts unattended in hallways. Once again this looks bad to the guest, and you could have items taken from the cart.

Don't get carts with black or dark wheels. These wheels will scuff and mark the walls of the hotel. Always order white or gray non-marking pneumatic wheels.

Don't hang garbage and dirty rags on the same side as clean linen.

Don't store chemicals above or near coffee products or coffee cups

Don't hang chemicals from the end of the cart - they should be placed in a separate caddy / container on top of the cart in case of leaks.

Do contain all dirty rags and not thrown all over the cart.

Guest Service for Housekeeping:

All positions at the hotel need to offer excellent service to all guests. Your appearance and interactions with the guest could be the first or last our guest has with the property. You should always make sure you look, act and, talk professionally. You are a representative of our business and we trust you to follow through on these key items:

- Always acknowledge guests when you encounter them.
- Be polite and answer questions to the best of your ability. Use appropriate language.
- Welcome them to the hotel and area location. Tell them something about the area that they may not know such as a historic district or major attraction.
- Two things every guest wants to see are eyes & teeth. Make sure you look at them when you are talking to them and smile.
- Take Pride in your Work Area! The most likely place for you to interact with a guest will be over or near your maid's cart. This means you must keep an exceptionally tidy cart. The cleanliness of our cart is a reflection of you and hotel management

All employees need to be in the appropriate uniform and follow all personal appearance standards of the company. Those standards are:

- All employees wear the approved uniform with a nametag and closed toe shoes. The uniform needs to be clean, neat & ironed; No modifications added.
- Hair is groomed and neat, unnaturally colored hair and extreme hairstyles are not appropriate or professional. Mustaches and beards must be clean and well trimmed.
- Excessive makeup is not permitted. Perfume, cologne and aftershave is used in moderation or avoided altogether.
- Offensive body odor and poor personal hygiene are not permitted
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial Jewelry such as, eyebrow rings, nose rings, lip rings and tongue studs are not allowed. Torso body piercing with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.

- Visible excessive tattoos and similar body art must be covered during business hours.

Phone Etiquette

The kind of service that our guests receive over the phone is as important as the service they get in person at your hotel. It is important that every phone interaction reflect high standards of friendliness and efficiency and be a positive impact on the guest perception of the quality of service at your hotel. Not only does it make a positive impression, it helps business because guests who feel positive about your service will select your hotel to stay at.

Techniques

- All phones are to be answered within three rings.
- When the phone is answered, you should speak clearly and slowly, and have a welcoming upbeat tone to your voice. Remember you want them to feel like they are getting service. Smile when you talk. A smile helps you sound more relaxed and pleasant
- Always Speak Clearly into the receiver
- Always tell the caller your name and try to get theirs, then use it throughout the call
- Answer using the appropriate greeting appointed by your hotel management. It may be something like “It’s a beautiful day at the (Name + Location of your hotel), how may I assist you?”
- If you have to transfer the call to a room, or to an in-house extension, you should always confirm where you are transferring them and use the following line: “ I am transferring you to Room 425, it is my pleasure to connect you”
- If you are answering an in-house line from a guest in the room, use the guest name if your system shows the room number and name along with the following greeting: “Good evening/morning Mr. Smith, this is (your name) in Housekeeping How may I assist you?”
- If you have to place a call on hold, make sure you inform them and ask them if it is OK. When you take them off of hold, you must thank them. The exchange should go like this: “Mr. Smith I will need to put you on hold just for a minute, will that be OK with you?” Then when coming back “Mr. Smith thank you very much for holding, here is the information you asked for....”
- Always take the time to give proper phone service, even if you are really busy. The guests on the phone expect it, and the actual physical time it takes to do it right is only the matter of a few seconds. Do it right every time. Talk to only the person on the phone, not to anyone else around you. If you absolutely have to speak to someone else in the room ask permission to place the caller on hold.
- Do not use slang or lazy vocabulary like, “Huh? Yeah,” etc.
- Do not use technical terms or hospitality words that callers may not understand
- Do not argue with guest. Transfer them to the MOD using the same protocol defined above.
- If you are on a call and another call comes in, you must “stack” the calls. This is done by placing the caller you are with on hold, and answering the incoming call.

You must immediately transfer the call (remember the script above!) or get their callback information and offer to call them back. You then go back to your original call and complete that call. It is never OK to not answer every call within three rings.

- Someone must man the phone at all times. During breaks, and busy times, no matter what. If you feel can not give great service on the phone then ask your manager for assistance.
- Closing a call is just as important as the opening and greeting of the call. Always say thank you or you are welcome. Try to use the callers name whenever possible and say “good bye” not “bye-bye” or “buh-bye”

Radio Etiquette

Each property and department is staffed with a radio. This allows each department throughout the properties to communicate with each other. Using radios at a hotel should be done in a professional and discreet manner. Please remember the following:

- Each hotel should create and use their own form of radio terminology
- Each radio should be equipped with an earpiece for the employee to wear in order to keep hotel communications silenced from guests and other clients that are visiting. If ear pieces are not available then all radios should be kept at medium volume.
- Radio's should be numbered and signed out, just like any other piece of hotel equipment
- Don't forget to charge your radio at the end of your shift.
- If there is something that you don't think should be said over radio communication then ask the appropriate manager to call you back on a land line.

Radio Terminology

Radio Codes:

- * CODE 0 – ARMED ROBBERY
- * CODE 1 – TOILET OVERFLOW
- * CODE 2 – INTOXICATED PERSON
- * CODE 3 – ELEVATOR
- * CODE 5 – BUGS
- * CODE 6 – BED BUGS
- * CODE 9 – EMPLOYEE HURT
- * CODE 11 – TRESPASSING ISSUE
- * CODE WHITE – MEDICAL EMERGENCY
- * CODE RED – CALL FIRE DEPARTMENT
- * CODE BLUE – CALL POLICE DEPARTMENT
- * CODE YELLOW – AMBULANCE
- * CODE GREEN – EMERGENCY ACCIDENT AT POOL
- * CODE ADAM – MISSING CHILD
- * CODE FOX TROT – CHILD WITH NO PARENT

Department names:

- Maintenance for Days Inn – 103
- Maintenance for Best Western – 203
- Front Desk for Days Inn – 101
- Front Desk for Best Western – 201
- Housekeeping for Days Inn – 102
- Housekeeping for Best Western – 202
- Managers – Unit #'s

Words not to be said over the radio: (When ever there is a situation that is sensitive to guest's ears, please ask the department to give you a land line)

- Toilet
- Toilet Paper – instead say TP
- Bad Language
- Bugs, Insects, Roaches, etc
Elevator not working jammed, etc

Room Inspections:

Room inspections are a necessary and critical component to the housekeeping operation at any hotel. The room inspection process is our last chance to make a perfect first impression on guests. The responsibility of room inspections may be under the housekeeping manager or supervisor. In larger hotels there may be designated room inspector positions. However, at all hotels all rooms must be inspected each day and the department must have a good process in place for completing this serious task. The room inspection process is outlined below in chronological order, as it would happen in a typical housekeeping day:

1. Room inspections must start within the first hour room attendant's start cleaning. It is not affective to wait 2-5 hours, towards the end of the day, to inspect rooms.
2. All rooms (due-outs and stay-overs) must be inspected every day and a room inspection form must be used. The form should have a space for: the property, the inspector, the room number, who cleaned the room; if the room passes or fails, a list of each item to be inspected in the room and five columns to do five room inspections on one sheet. An "X" should be placed on the sheet next to the item that needs attention.
3. As rooms are inspected, room attendants must be sent back to rooms where cleaning was not done correctly. As the room inspector you must do this immediately after you inspect the room. You also must remember that you are not helping the room attendant by fixing their mistakes. You will only continue to find mistakes as you keep inspecting.
4. When you send a room attendant back to a room, you must go into the room with s/he and coach them by showing them where the mistake is and explaining how to fix the problem(s). Never just tell a room attendant about an issue in a room and expect them to go back and find exactly what you are talking about and take care of it. If you find life safety or maintenance issues you should bring the room attendant back and show them what you have found and how to proceed with maintenance request orders or life safety orders.
5. Once the room has been inspected it must be entered back into the Property Management System as clean – vacant if a due out or just clean if a stay-over. This helps the front desk employees check –in guests without having to interrupt the housekeeping manager or room inspector to ask if a room has been clean. They will already know and can check the guest in without making the guest wait.
6. The room inspection forms should be kept and filed for one month with other paperwork for the day such as room assignment sheets, key sign out sheets etc. At the end of the month the all of the room inspection forms should be stored with other hotel financial records for the month.

The housekeeping manager or person filling in as that role needs to inspect what they expect! This means they need to inspect the rooms that the room inspectors have already checked. If there are items in the room that require attention then the room inspector should be brought back to the room and coached on the issue. The room inspector will then make sure the room attendant has taken care of the issue.

The General Manager also needs to inspect what they expect and should inspect 5 rooms a day that have been double inspected, by the room inspector and housekeeping manager, if there are issues in the room the housekeeping manager should be coached and then notify the appropriate staff to fix the problem.

Remember if there ever is a problem in the room it is not the room attendants fault, it is the room inspectors.

See the following exhibit under the Housekeeping Checklists & Forms section at the end of this document:

Exhibit G – Room Inspection Form

Public Space Cleaning & Inspection:

Cleanliness of the hotel is housekeeping's ultimate responsibility. All areas of the hotel need to be kept clean all of the time. In addition to guest rooms there are other areas that guests use and gather in. These areas are known as the public spaces and could include: fitness room, pool area, business center, guest laundry, public restrooms, lobby, breakfast room and, meeting rooms. All of these areas need to be cleaned each day just like the guest room, and just like the guest room these areas need to be inspected. This task could fall to many different positions within the housekeeping department but, whoever completes this task must know how important it is. Our last inspection is a guest's first impression of the property. Each of the public spaces at your hotel needs to have an inspection checklist form. This specific form will ensure that all components of that area have been cleaned and are ready for the guest to use.

Below are basic items that need to be on every public space checklist and inspection form:

- The appearance of the space is clean, neat and organized. Make sure the space smells fresh and clean. All of the lighting should work, cords should be bundled.
- The temperature should be comfortable.
- Trash has been removed. All trash receptacles are clean.
- All surface areas have been wiped down and or dusted.
- If there is furniture with cushions, the cushions have been removed and inspected for debris.
- If there is hard surface furniture such as breakfast room tables and chairs or pool furniture, each piece has been wiped down from top to bottom.
- The flooring is free of debris, has been swept and wiped down or, vacuumed.
- All windows and mirrors have been wiped down and no streaks are left behind
- All electronics and equipment work such as telephones, TV's, fitness equipment or, vending equipment, guest laundry equipment
- All collateral is fresh and crisp
- All linen and supplies are stocked and clean. For example; pool towels, fitness center towels, toilet paper, facial tissue, soap, etc.

Public Space Cleaning Checklist:

Name:

Date:

Hotel and Cleaning Locations: (put a checkmark next to the hotel/ cleaning location)

- Best Western Lobby
- Best Western Tower
- Best Western Suites
- Best Western A&B Buildings
- Days Inn Lobby (Main Building)
- Days Inn Efficiency Building
- Days Inn South Building

Cleaning Location:

Check what location you are using this checklist for. A separate Checklist should be used for each hotel to ensure all items are completed. Please Mark Not Available (N/A) if there is a section on the checklist that is not included in the particular building you are cleaning. Please put your initials by each section and a checkmark in the box for each task after each item has been completed. Do not mark an item if it was not completed.

Section	Task	Initials
Starting Shift Tasks	<input type="checkbox"/> Retrieve full stocked cart and gather any remaining supplies <input type="checkbox"/> Sign out Keys	
Lobby / Vestibule Areas	<input type="checkbox"/> Dust and straighten all furniture, lamps, pictures <input type="checkbox"/> Wipe down window sills <input type="checkbox"/> Wipe down glass on all entrance doors <input type="checkbox"/> Remove rugs - shake out <input type="checkbox"/> Move furniture away from the walls and windows to sweep and mop or vacuum the floor <input type="checkbox"/> Wipe down the luggage carts <input type="checkbox"/> Wipe down coffee station and re-organize contents <input type="checkbox"/> Wipe down all telephone banks	
Public Restrooms	<input type="checkbox"/> Wipe down the door and both handles <input type="checkbox"/> Take trash out <input type="checkbox"/> Wipe down inside, outside and lid of trash cans <input type="checkbox"/> Wipe down vanity / sink / faucet <input type="checkbox"/> Wipe down the mirror <input type="checkbox"/> Clean the toilet - inside stool, seat and the base <input type="checkbox"/> Sweep and mop the floor <input type="checkbox"/> Restock towels, soap, tissue and toilet paper as needed	
Elevator	<input type="checkbox"/> Vacuum carpet or sweep and mop flooring <input type="checkbox"/> Wipe down walls and stainless steel panels <input type="checkbox"/> Clean lighting panels (as needed) <input type="checkbox"/> Sweep and clean elevator tracks	

Hallways & Stairwells	<input type="checkbox"/> Spot check the Hallways - Vacuum or sweep and mop where needed <input type="checkbox"/> Check Stairwells - Vacuum or sweep and mop where needed <input type="checkbox"/> Wipe down all window sills in stairwells <input type="checkbox"/> Wipe down all window sills at end of each corridor <input type="checkbox"/> Wipe down the blinds on any windows <input type="checkbox"/> Check AC Settings and reset to 72 degrees <input type="checkbox"/> Wipe down top and sides of all vending machines. Check underneath and on sides for trash. <input type="checkbox"/> Wipe down top and sides of all ice machines. Check underneath and on sides for trash.	
Guest Laundry	<input type="checkbox"/> Take trash out <input type="checkbox"/> Wipe inside and outside of trash can <input type="checkbox"/> Wipe down folding table <input type="checkbox"/> Wipe down the outsides of all machines <input type="checkbox"/> Check Vending machines and make sure they are full <input type="checkbox"/> Check and clean the insides of the machines <input type="checkbox"/> Check and clean the lint trap in the dryer <input type="checkbox"/> Sweep and mop the tile floor	
Fitness Room	<input type="checkbox"/> Take trash out <input type="checkbox"/> Wipe inside and outside of trash can <input type="checkbox"/> Wipe down machines <input type="checkbox"/> Turn TV on to CNN <input type="checkbox"/> Vacuum carpet <input type="checkbox"/> Stock towels and cups as needed <input type="checkbox"/> Wipe down mirrors and windows	
Pool Area	<input type="checkbox"/> Take trash out <input type="checkbox"/> Wipe down tables and chairs <input type="checkbox"/> Stock towels <input type="checkbox"/> Clean the windows	
Meeting of Conf. Rooms	<input type="checkbox"/> Wipe down all furniture <input type="checkbox"/> Vacuum carpet or sweep and mop floors	
End of Shift Tasks	<input type="checkbox"/> Clean and restock cart for next <input type="checkbox"/> Make sure all areas are locked and secured	

Check with your supervisor when you have finished this list. They will inspect your work before you are allowed to leave for the day.

Mattress Rotation

To insure the longest wear possible on all mattresses and box springs, all mattresses should be rotated. This requires that the mattress be physically rotated on the bed so that the wear from body pressure is spread evenly around the mattress set.

To complete this process please see that:

1. Mattresses are turned every 90 days. Numbering the ends of the mattresses 1 to 4 and requiring the same number to be up at the top left hand side of the bed each quarter is the simplest method.
 - January, February and March - 1
 - April, May and June - 2
 - July, August and September - 3
 - October, November and December - 4
2. Turn box springs twice a year using a similar method

All rotation of mattresses should be recorded on a log sheet and this log sheet should be maintained in the Executive Housekeepers office. It should always be available for inspection and for many franchised hotels this log is a requirement of the quality inspection they perform for your hotel.

Lost & Found Procedures

Any Lost and Found article found at the hotel (inside or outside) by a member of the staff (or given to a staff member by a non-employee such as a guest or visitor), must be turned over to a Supervisor, Department Head, Assistant Manager or General Manager. This would include, but not be limited to, items found in guest rooms, in public spaces, food and beverage outlets and on hotel grounds.

Below are standard lost and found procedures to be followed:

- Use a standard lost and found tag. Tags should be generally available in various offices throughout the hotel for easy access and use.
- A logbook must be available and used. The logbook should be available to the Manager on Duty or other Supervisor when the Housekeeper is not available. Another option is to keep the book available in the Front Office area in a manner where it is accessible but will not get lost.
- Describe the article found on the tag and in the book. If the item is an unlocked container, such as a pocketbook or suitcase, the contents should be inventoried also. Two people should take an inventory, one acting as a witness. State where the article was found by the nearest room number or in relation to a specific facility landmark.
- List when the article was found, including the day, time, and date.
- Identify the person who found it.
- Record the date and method of disposition for any item that is not claimed.
- If a guest calls looking for a lost article, calls should be referred to the housekeeping department or the location where the lost and found book is kept. If the person taking the call cannot resolve the question for the guest in an immediate or timely manner, the guest's telephone number should be taken and arrangements made for someone to call the guest without fail.
- All items should be stored to prevent damage and labeled so they can be easily located in the storage area.
- Valuable items, such as credit cards, jewelry, cameras, or airplane tickets should be turned over to the General Manager, who personally should record it in the lost and found log. After packaging and identifying the item, it is to be stored in the safe. These items are to be kept for 90 days or at the discretion of the General Manager.

- All other items are to be locked securely in a cabinet to which only the Housekeeping Supervisor, General Manager or Manager-on-Duty have access. These items are to be kept for 60 days at which time the General Manager will offer the item to the person who found it. Guests are not to be called and informed that they left an item behind except at the discretion of the General Manager for items of obvious monetary or sentimental value.
- Items of little or no value should not be saved; this is at the discretion of the Supervisor. No food items are to be stored in Lost and Found.
- When inquiries are received about an item, the person should be asked for a specific description of the item. Log description and details should never be provided to the caller.
- Alcohol, beer and wine are to be disposed of by pouring the remaining contents down the drain. Unopened bottles are to be disposed of in the same fashion. These items are never to be given to staff or other guests.
- When the owner picks up items, the individual should sign the log book to acknowledge that the item has been returned. Items should be mailed only when the owner requests it; the item should be sent to the address given by the owner. The address should be logged.
- Lost and found articles are never to be taken from the property except as provided above. Employees may not accept gifts other than normal cash tips from guests without the specific permission in advance from the General Manager.

Housekeeping Checklists & Forms



ROOM ATTENDANT KEY SIGN OUT SHEET

Date:

Day:

KEY	TIME OUT:	SIGNATURE	TIME IN:	SIGNATURE:
A1 = 101-110				
A2 = 111-120				
A3 = 201-210				
A4 = 210-220				
B5 = 121-130				
B6 = 131-140				
B7 = 221-230				
B8 = 231-240				
C9 = 141-150				
C10 = 151-160				
C11 = 241-250				
C12 = 251-260				
D13 = 301-310				
D14 = 401-410				
D15 = 501-510				
D16 = 601-610				
D17 = 701-710				
D18 = 801-810				
OS1 = 1101-1102				
OS2 = 1201-1212				
OS3 = 1301-1312				
OS4 = 1401-1412				
OS5 = 1501-1512				

ROOM INSPECTION SHEET

DATE:

PROPERTY:

INSPECTOR:

Room Item	Rm #	Rm #	Rm #	Rm #	Rm #
-----------	------	------	------	------	------

Guest Room

Doors: Locks, Self-Closure, Door Viewer, DND					
Fire Evacuation route, rate cards, State Laws					
Connecting Doors: Locks					
Lights: switches, plates					
Lamps: shades, bulbs, cord covers, cords bundled					
Walls, electric outlets					
Ceiling, wood work and trim					
Pictures, Mirrors, Frames					
Carpet					
Drapes: rods, hooks					
Windows: sills, balcony sliding doors					
Telephones: message lights, cords, memo pad, pen, phone book					
Television and remote control					
Alarm clock radio					
Headboards & Night Stands					
Mattress, box spring, frame					
Spreads, linens, pillows, mattress pad					
Credenza / armoire/ dresser					
Chairs / sofa / desk chair					
Table / desk					
HVAC Unit: vents, room temperature at 72degrees					
Smoke Detector					
Iron / Ironing Board					
Closet: clothes rack, shelf, hangers, laundry bag, luggage rack					
Collateral: directory, comment card, LD carrier tent					
Ice Bucket & Coffee Maker: tray, liner, cups, condiments					
Ash trays or non smoking tents					
Wastebasket: liner					

Bathroom

Doors, robe hook, door stopper, hinges					
Lights & Ventilation: switches, plates					
Walls, Ceilings, Floor: vinyl, paint, tile, trim					
Tub, caulking, grab bar, non skid protector, soap dish					
Tub: fixtures, drain, shower head, curtain rod, curtain liner					
Vanity / Sink: fixtures, drain					
Bath Linen cleanliness & presentation, towel racks					
Toilet Tissue and Facial Tissue: holders, tissue folded					
Hairdryer					
Wastebasket: liner					
Bathroom Amenities: replaced and proper placement					
Mirror					