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# HOW TO CLEAN A HOTEL ROOM TO FIVE STAR STANDARDS IN UNDER 30 MINUTES

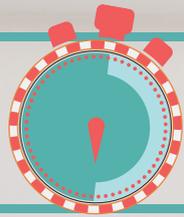
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# CLEAN A HOTEL ROOM IN UNDER 30 MINUTES



Consistency in cleanliness is an important part of your hotel brand. The use of the correct products and methods alongside a carefully thought out cleaning schedule will ensure excellent guest retention and floods of new custom. Regardless of staff numbers, occupancy rates or budgets - following a process such as the example below will ensure an excellent clean each time to keep guests happy and coming back.

## **First, the knock:**

Depending on what you have set out in your brand guidelines the knock should always be consistent every day across every room. At times when housekeeping arrive a guest could still be asleep, getting dressed or be in the bathroom so two or three clear knocks along with an announcement of who you are is ideal for alerting a guest if they are still in the room.

## **Start with the bed:**

Place clean sheets onto a desk or bedside table and strip the bed using the bottom sheet as a 'wrapper' to bundle the dirty sheets into creating a package. Place clean fitted sheets working from the corners clockwise. Tip: Avoid billowing sheets which adds a couple of minutes to your schedule and only causes unsightly loosening. Quickly check over for loose hairs, visible stains or tears and pat smooth by skimming the side of your hand along the surface.

## **26 mins remaining...**

Clean the night-stand and items on it. Wipe clean the lamp starting from the base with a colour coded cloth and multi-purpose cleaner. Wipe down surface, clock, telephone and remote control ensuring wires are tidied away and clock is set to the correct hotel time.

## **23 minutes remaining...**

To make space for yourself remove dirty linen and any waste and rubbish from the room making sure you check drawers and under tables. This will give a clearer picture of what else needs attention.

## **22 minutes remaining...**

**Dusting:** Ensure the top surfaces of even the highest item is dusted paying attention to the tops of pictures, window frames, and fitted lights.

## **18 minutes remaining....**

Next wipe down and sanitise surfaces. Use colour coded cloths to avoid cross contamination and a new set for each room. Pay particular attention to door knobs, light switches, computer equipment, telephones and other high contact areas.

## **13 minutes remaining**

**Bathroom:** This is the one area under the most scrutiny from guests as they expect the bathroom to look brand new with absolutely no trace of a previous guest. First bundle dirty towels into the largest soiled towel and package up. Replace with fresh towels.

Ensuring you have a cloth for each area to avoid cross contamination start with the bath or shower cubicle spraying product liberally across surfaces to then spread with your cloth. Ensure shower heads, taps and soap trays are thoroughly cleaned from soap scum and watermarks. Rinse and buff dry to avoid white markings on chrome and shower screens.

Next, clean the toilet from the outside inwards ensuring you finish off by ensuring seat and handles are thoroughly cleaned.

Move to the sink and counter top. Spray product down and leave to work whilst you replace glassware and soaps with fresh items. Wipe clean and finish with the mirror using a biological cleaner to cut through any sticky residue.

**Hint:** Before mopping the floor it is often faster to quickly vacuum which removes loose hair and debris. Mop working from the back of the room towards the door.

## **4 minutes remaining...**

Once finished with the bathroom check the room once over to ensure bed is made to hotel standards, curtains are open and air conditioning is properly set for the arrival of the next guest. Check the room has a pleasant to neutral odour and begin vacuuming from the back of the room towards the door. If you notice any spots and spills as you vacuum out the room use spot remover wipes to clean them up quickly. This avoids needing to take out more products (wipes can be kept in your pockets for quick and easy access).

As you back out, do one last check to make sure everything is as it should be and close the door.

## **Finish.**

If you think this is the right process for you then please print off the condensed version on the next page for training and leaving in staff areas.

# CLEAN A HOTEL ROOM IN UNDER 30 MINUTES



**Start**

**The Knock:**

Keep consistent and to hotel brand guidelines.  
Alert guest with announcement of who you are.  
Allow a chance to respond.



**4 minutes**

**Bed:**

Place clean sheets on desk.  
Strip bed using bottom sheet as a wrapper for dirty sheets.  
Replace with clean sheet working from the corners clockwise.  
Check for visible hair, debris or stains and pat smooth.



**7 minutes**

**Night-stand:**

Wipe clean the lamp starting from the base with a colour coded cloth and multi-purpose cleaner.  
Wipe down surface, clock, telephone & remote control.  
Ensure wires are tidy & clock is set to the correct hotel time.



**8 minutes**

Make space for yourself.  
Remove dirty linen and any waste and rubbish from the room.  
Check drawers and under tables.

**12 minutes**

**Dusting:**

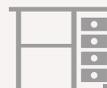
Ensure the top surfaces of even the highest item is dusted.  
Remember the tops of pictures, window frames and fitted lights.



**17 minutes**

**Surfaces:**

Wipe down and sanitise surfaces.  
Use colour coded cloths to avoid cross contamination.  
Pay particular attention to door knobs, light switches, computer equipment, telephones and other high contact areas.



**Bathroom:**

Bundle dirty towels into the largest soiled towel and package up.  
Replace with fresh towels.



**Bath/Shower:**

Ensure you have a cloth for each area to avoid cross contamination.  
Spray product liberally across bath/shower surfaces.  
Spread with your cloth.  
Ensure shower heads, taps and soap trays are thoroughly cleaned from soap scum and watermarks.  
Rinse and buff dry.



**Toilet:**

Clean the toilet from the outside, inwards.  
Finish off by ensuring seat and handles are thoroughly cleaned.



**26 minutes**

**Sink & Counter Top:**

Spray product down and leave to work whilst you replace glassware and soaps.  
Wipe clean & finish with the mirror.  
Buff all surfaces dry.



**Check Room:**

Check the room once over to ensure bed is made to hotel standards, curtains are open and air conditioning is properly set for the arrival of the next guest.  
Check the room has a pleasant to neutral odour.



**Vacuum:**

Vacuum from the back of the room towards the door.  
As you back out, do one last check to make sure everything is as it should be and close the door.



**Finish**

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## Looking to speed up your cleaning routines?

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Home of the Envirodri system, Cleantec Innovation is considered THE destination for dry carpet cleaning technology, providing a suite of innovative equipment and products with first class training and support to compliment. Alongside this, we also manufacture and supply essential housekeeping cleaning products to provide a complete solution for any cleaning and maintenance task.



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