

# Hotel Cleaning

**This module will help in assessing the needs, tools, equipment and time needed to maintain high volume, high traffic Hotels.**

**Public area cleaning is the most important and challenging task for hotel / hospitality housekeeping. Since most of the public areas are highly traffic area, housekeeping maintains a deep cleaning schedule for those areas at night and regular cleaning and maintenance during the day time.**



## **Prepping the Lobby -**

Gather all your necessary cleaning materials and load them onto your janitorial cart. Place any caution or wet floor signs that are necessary if you're going to be mopping, or doing any other kind of extensive cleaning. The following steps are based on the assumption that someone will be able to give your lobby, or entranceway, daily attention. If these are overkill for your particular business, you can adjust the following schedule to fit your needs accordingly.



### **Daily Cleaning Procedures -**

Remove all trash/debris, while cordoning off any areas that may need any extensive attention.

Dust mop tiled areas using a treated or microfiber dust mop.

Spot clean walls, doors, and frames using a degreaser for heavily soiled areas, and an all-purpose cleaner for the every-day cleaning. (see list on page 14)

Immediately use a spot remover and a portable spotter to spot clean any carpeted areas to remove stains and spillage that may occur.

<https://youtu.be/MZsoQqMnPZI> - How to Clean a Hotel Bathroom

### **Weekly Cleaning Procedures -**

Dust mop, sweep, and then wet mop the vestibule, entrance and any other hard floored surface.

Spot clean glass windows with a glass cleaner, like Crystal Clean aerosol glass cleaner, to remove all fingerprints and smudges.

Vacuum or damp wipe furniture in lobby as required, using a furniture cleaner or an all-purpose cleaner.

Follow carpet vacuuming procedures on all walk-off mats and traffic lanes with several passes, finishing up by vacuuming all other carpeted areas.

If there are any highly polished tiled areas, you'll want to buff or burnish these areas to maintain that high shine following burnishing a floor or spray buffing a floor procedure.

<https://youtu.be/oGthDkqbtUw> - Spray Buffing Procedure

### **Monthly Cleaning Procedures -**

Complete thorough cleaning of wiping down baseboards and walls to remove dust bunnies, cobwebs, or spills.

Vacuum and dust all heating vents/ducts, tops of doorways and picture frames. Remove all walk off mats and thoroughly vacuum those, as well as around and underneath them.

Clean all windows with a glass cleaner and microfiber cloth to remove all marks and fingerprints.

### **Semi-Annual Cleaning Procedures -**

Strip and recoat all resilient floors using a floor stripper and applying floor finishing procedures.

Extract all carpeted areas, runners, and mats using a box style extractor similar to a High Heat Carpet Extractor. You'll want to follow the carpet extraction procedures exactly in order to achieve the best results.

### **Clean Up -**

Remove any and all trash by placing it in a garbage bag and properly disposing of the bag. If there are any air movers or caution/wet floor signs left in place, make sure all areas are completely dry and safe before removing the signs. Rinse out or thoroughly clean out any mops, buckets and machinery that you may have used in these steps. Take your janitorial cart and cleaning supplies and return them to their proper storage areas.



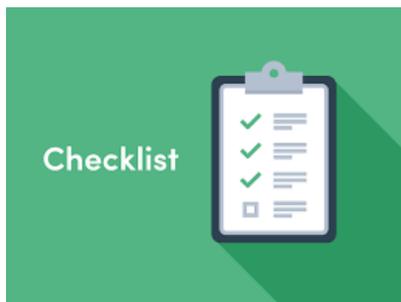


## Check Lists and Their Importance

The hotel industry is the quintessential “experiential” hospitality industry. For this reason, it is essential for a hotel to make a positive first impression before guests even check-in. Using a hotel checklist can help ensure hotel parking, lobby and common areas are up to standard.

First impressions matter. In February 2020 Travel Media Group analyzed 1,000 guest reviews. It found that in the case of 1 and 2 star reviews, 73.5% had an issue with cleanliness, 14.63% with service, and 11.87% with maintenance.

As hotels prepare to welcome guests post COVID-19, it is critical to hit the ground running with flawless execution of the guest experience. Using a checklist communicates and enforces essential standards and policies across all properties. When issues are found, assign corrective actions to ensure they are resolved before they affect the guest experience, the hotel’s reputation, and bottom line.



# LOBBY CLEANING CLEANING CHECKLIST

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## Daily

### Exteriors and Entryways

- Clean exterior steps & landings
- Empty outdoor trash receptacles
- Sweep or vacuum entryway floors
- Wipe down door handles
- Check door kick plates for smudges & scuffs

### Elevators and Stairways

- Inspect for cleanliness
- Sanitize touchpoints outside elevators
- Wipe down stair handrails
- Empty trash cans

### Lobby Floors

- Sweep, vacuum or mop floors
- Use microfiber dust mop
- Use HEPA bags in vacuum equipment

### General Daily Duties

- Wipe down lobby furniture & hard surfaces
- Sanitize touchpoints
- Empty & line trash cans
- Inspect & clean lobby restrooms

# Weekly

## Entryways

- Clean glass doors inside & out
- Clean vestibule partitions
- Polish hardware
- Check floor mats for wear

## Lobby Windows

- Polish lobby windows inside & out
- Use damp wipes to dust sills & frames
- Freshen window covers & clean blinds

## Walls & Doors

- Spot clean lobby walls & doors
- Wipe down door hardware & frames
- Dust baseboards & trim

## Lobby Floors

- Inspect vinyl & hardwood floors
- Inspect carpets
- Clean high-traffic corridors

## Lobby Furniture & Fixtures

- Polish wood & metal furniture
- Check for debris under cushions
- Vacuum, fluff and turn cushions
- Dust lamps & wall light fixtures

## Lobby Restrooms

- Clean & sanitize doors, walls & partitions
- Clean undersides of sinks & urinals
- Clean hard-to-reach areas around toilets

## Monthly

### Walls and Baseboards

- Cleans walls & baseboards floor to ceiling
- Move furniture
- Clean cobwebs & dust bunnies

### Overhead Fixtures & Trim

- Clean overhead light fixtures & ceiling fans
- Dust tops of doors & door frames
- Dust window frames & wainscoting

### HVAC System

- Change filters in lobby air vents
- Check interior vent space for debris
- Check for pest infestations
- Scrub grills clean, tightly secure in place

### Lobby Restrooms

- Inspect for mold or mildew around sinks & fixtures
- Make sure sink & floor drains are free of clogs and unpleasant odors

Hotel room cleaning times are generally between 8 a.m. and 4 p.m., but most hotels try to clean guest rooms by morning or mid-day, when you're less likely to be in your room. If they'd like to refuse service, they can put the Do Not Disturb sign on their door.

## Covid-19 Changes or Implementations

Take a look at where you might minimize those risks within your workplace. Consult public health information to learn the symptoms of COVID-19 infection. Recognize and report these hazards and use appropriate controls. Post Health Canada Information and Data sheets in the lobbies.

### **CONTROLS**

Take a look at the other controls below to see how they might help you.

To protect yourself from some of these hazards consider the following options:

- If your staff is sick, stay at home or seek appropriate medical help.
- Are there tasks you can minimize or eliminate? For example, can payment be cashless with transactions by debit, credit or e-transfer?
- Can you minimize or eliminate customer contact? For example, require check-in by phone or online
- Eliminate contact greetings such as handshakes and direct contact with others.
- Can you control and limit the number of people in a workspace at one time? Consider limiting the number of access doors and people allowed inside. Consider floor markings to show distance to be kept apart and the desired direction of people flow.
- Can you put barriers in place between yourself and the people you have to interact with? For example, placing a 'sneeze guard' with open/close capability between interactions.
- Can you improve fresh air intake/air circulation with open doors and windows or fans? Increased airflow may reduce contaminant build up.
- Increase your cleaning frequency on commonly touched surfaces like counters, PIN pads, cash drawers, door handles and switches. Be sure to follow safe practices and use an appropriate cleaning agent.
- Use good hand washing technique and avoid touching your face. Extra handwashing is a good idea for everyone – and when that's not possible, a good hand sanitizer should be used frequently. Consider disinfecting after each order or each customer interaction.
- Keep up with the best. Consider regular times to check in with public health updates and retrain/revise practices as needed.
- Ensure that measures you decide on are communicated to workers and customers.
- Communicate your practices with customers through signs or verbal instruction.
- Screen for ill customers or workers prior to entering facility and redirect from the premises.

If the above recommendations are not enough for your workplace, as a last resort, consider PPE, personal protective equipment (PPE). PPE is only effective if people wear it correctly. Workers need PPE training that includes the fit, use, care, maintenance, cleaning and limitations of the PPE.

Some examples of PPE that may be suited to hotel reception, room service and front line staff include:

**Gloves** – single use gloves can help limit skin contact with surfaces, product etc. Be sure to set up practices for proper removal of gloves and suitable disposal or changing when they are soiled. It's also important to consider other hazards present in the workplace before introducing gloves – in some cases, gloves can be an 'entanglement' hazard and should not be worn.

**Goggles or Face Shields** – can help create a barrier and separation too. They should be assigned to individuals and not shared and can be reused regularly if kept clean. Ensure the goggle or face shield use does not result in workers touching their faces more often because of heat or discomfort.

## **Hotel Guest Room Cleaning Checklist/Procedures**

### **10 Steps to Clean a Hotel Room**

- 1. Strip the beds. Once inside always start the cleaning process by stripping the sheets. This enables you to use the dirty fitted sheet as a package for the rest of the items, helping to keep everything together and contained.**
- 2. Inspect the bed for any damage or stains and smooth out the mattress. Make the bed following your hotel standards and ensure that once complete all sheets, covers and pillows are thoroughly checked for stains, tears and any hairs.**
- 3. Make some space by removing the dirty linen and any garbage from the room. Always make sure to check all visible surfaces for garbage not forgetting inside the drawers.**
- 4. Next - dust. The room should always be well dusted from the top of the highest piece of furniture or fitting to the bottom of every chair. Don't forget window sills, lamp shades and any hanging artwork.**

**5. Wipe down all hard surfaces. We thoroughly recommend using a colour co-ordinated cleaning system to prevent cross contamination. A clean set of cleaning cloths should be used for each room.**

**It is important not to forget to sanitize high contact areas/items such as the remote control, light switches, door handles and telephones paying particular attention to any devices in the bathroom area.**

**6. Special attention should be paid to the cleaning of the bathroom including toilet seats and handles. From the showerhead to the floor all traces of the previous guest must be removed, especially any hair! Chrome is to be shined so no watermarks show, change the shower curtain if dirty and replace towels.**

**7. Make sure all other items provided by the hotel are replaced. This includes personal care products through to tea/coffee facilities, laundry bags, do not disturb signs, notebooks and guest guides. Always make sure fresh glassware and mugs are used and that any clocks are set to the correct time with the alarm off.**

**8. Check that all pillows, throws and curtains are in excellent looking condition and in the correct configuration.**

**9. Always vacuum last and once finished in the room vacuum out the door. As you vacuum check the carpet for any damage or stains. Remove any spots from food, drink or makeup using spot remover. Vacuuming is so important as it helps to maintain hotel carpets, prevent the build-up of dust and if done correctly will lift carpet pile.**

**10. Once complete, leave the room with a neutral odour and at a balanced temperature.**

## Extra Precautions for Covid-19

- Train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures.
- Ensure daily cleaning and disinfection of all common areas and surfaces with approved cleaners. Each hotel may have their choice disinfectants but see the list of common ones after this segment.
- Ensure high touch surfaces are cleaned twice daily. This includes doorknobs and handles, telephones, elevator panels and buttons, light switches, tables, chairs and work surfaces in staff rooms, desktops, washrooms, point of sale devices and menus. Tv Remotes, Menus in rooms, bibles and phone books or signage.
- Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces. Put cleaning and disinfectant solutions into clean buckets for use. To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal.

Immediately discard paper towels and disposable wipes after use.

Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface. Use a good disinfectant spray cleaner or bleach solutions/cleaners to kill germs.

- Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.
- If commercial or household cleaning products are not readily available, you can prepare a bleach and water solution with 125ml of unscented household bleach per 3000 ml of water. When using the bleach and water solution, allow surface to air dry naturally. Make a fresh bleach solution each day.
- Floors and walls should be kept visibly clean and free of spills, dust and debris.
- Empty and clean garbage cans in public areas regularly.
- Items that cannot be easily cleaned and disinfected should be removed (e.g., toys, sculptures). Items on desk tops or credenza's and storage units. The iron in the closet or the hair dryer in the bathroom both need attention and assume it was used.

- Housekeeping staff must practice diligent hand hygiene at all times during their shift.
- Do NOT provide housekeeping service within guest rooms during their stay.
- Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.
- Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene.
- Provide a linen or plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste.

Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.

To minimize the amount of time dirty linen and waste is sitting in hallways, advise guests on a time at which items should be put out for collection.

- Remove ALL reusable glassware and dishes from the room, including all dishes that appear untouched or unused. Take all items directly to the kitchen area for dishwashing.
- For carpets:

Vacuums: Only use vacuum cleaners equipped with exhaust filters , preferably HEPA filters, for carpeted areas. Built-in vacuums are ideal. If your vacuum does not have an exhaust filter, do NOT vacuum the room.

Steam Cleaners: Carpets can be cleaned using a steam cleaner which reaches a minimum temperature of 71°C, unless the floor coverings are not heat tolerant.

- Wherever possible, waste should be handled by a designated person or small, designated team.
- Staff should wear disposable gloves to remove waste from guest rooms and common areas.
- Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste.
- A single, sturdy, leak-resistant garbage bag is sufficient for containing waste.
- If a garbage bag is punctured or contaminated, it should be placed into a second bag.

- All bags should be securely closed and immediately placed in the main disposal bin for the facility.
- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed.
- If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed.
- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air.
- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.
- Clean and sanitize the front loading area of washing machines frequently.
- Wash and dry items in accordance with the manufacturer's instructions. Use the warmest possible water settings. Dry all items thoroughly.

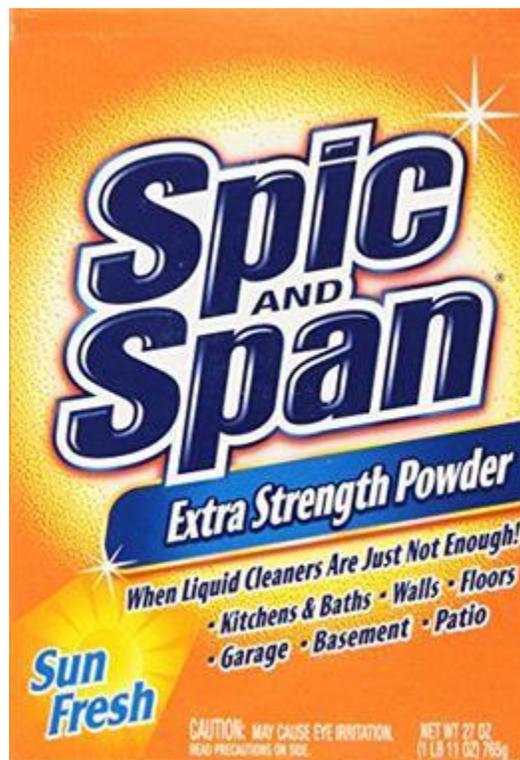


## List of Comparable Cleaning Items, Solvents and Powders

### 1. Comet (2-pack)



### 2. Spic and Span



### 3. Murphy Oil Soap



### 4. Clorox Urine Remover



## 5. Distilled White Vinegar



## 6. Pumice Cleaning Stone



When Alicia Smith is on the job at Kimpton Hotel Monaco Portland, she always keeps her pumice stone nearby. "It's an effective, green alternative to cleaning chemicals," Smith, who has worked in housekeeping for nearly a

decade, explained. "All it needs is a little water to do the job." Smith has found success using it to remove hard water marks and even hair dye.

## 7. MagicFiber Microfiber Cleaning Cloths



## 8. Clorox Healthcare Bleach Germicidal 150 Wipes



## 9. Gallon Disinfectant Solution



## 10. Industrial Strength Floor Cleaner & Deodorizer



## **The Bathroom tends to require the most time in order to disinfect and some jobs are simpler than others; lets start with How to clean glass shower doors**

Cleaners and alternative Cleaners to get rid of Tough stains and build up on Shower Doors in Client Room Bathrooms

- Vinegar and water. Using white vinegar for cleaning shower doors in your bathroom is an inexpensive and practical solution. ...
- Vinegar and dish soap. ...
- Baking soda and water. ...
- Baking soda and vinegar. ...
- Vinegar, baking soda, and salt. ...
- Lemon and water. ...
- Ammonia and water. ...
- Peppermint and vodka.

Depending on your region you may experience...



### **The Difference Between Hard And Soft Water**

First, let's identify the reason for the ugly stains that appear on the glass door of your shower cabin. The primary issue is definitely hard water. Unlike soft water, hard one contains a lot of dissolved minerals, especially calcium and magnesium, as well as chalk and lime.

Waxy consistent soap scum contains soap particles, calcium stearate, and minerals from hard water. They react with one another, and the result is the occurrence of persistent water-insoluble stains on the glass shower door.

a list of necessary cleaning supplies that will help you to make and keep your glass door radiant and transparent. You can find all the pieces online or in a home remodeling store.

01. Spray bottle
02. Glass cleaner
03. Scrub sponge
04. Squeegee
05. Paper towel
06. Cloth or microfiber towel
07. Newspaper
08. Cleaners – white vinegar, baking soda, dish soap, lemon, ammonia, peppermint, vodka



Whatever cleaner you chose, pour it into a spray bottle, and spray the glass. The other solution is to dunk a sponge in the same solution and rub-down the shower door.

Shake the bottle to mix the cleaning solution and spray down the shower door. Use a sponge to clean the glass door, but be careful if you use commercial chemicals. In that case, you will need a proper ventilated in the bathroom.

Always start cleaning from the exterior of the doors and finish with the interiors. Pay attention to spots where shower doors overlap and spray them thoroughly. Let the solution stay for 10 to 30 minutes.

Then wash down the glass door with water and a clean sponge until rinse all the solution. Use a squeegee, cloth, microfiber towel, or paper towel to dry the doors.

Don't forget to clean metal door tracks, shower head as well as a shower caddy if you have any. Also, wash all the used equipment thoroughly, especially if they were in contact with toxic chemicals.

In the end, you can apply baby oil or lemon oil to the shower door with a clean cloth. That way, you will prevent the additional accumulation of soap scum.



## **Before starting out, the following precautions should be taken:**

- Protective gloves should be worn at all times.
- Depending on the type of cleaning agent, it may be necessary to wear protective goggles or gas masks.
- Use different rags or brushes when cleaning different areas to avoid spreading germs. Colour code cleaning cloths to make it easier to tell them apart.
- The equipment used to clean the bathroom and toilet should not be used elsewhere.

## **Hotel Housekeeping Tricks You Need To Clean Your Bathroom**

Use the right cleaning solution. Products with hydrogen peroxide are a must.

- Give it enough time to kick in. Apply disinfectant and let sit
- Work clockwise around the toilet and into the bowl scrubbing with a brush
- Drain the toilet by flushing
- Start at the top, and clean downward wiping surface cleaner on and off after a drying period
- A toothbrush is your greatest weapon for inside rim and areas that are hard to get to like the Screws and Nuts on the floor
- Do the floor last. Cleaning up the mess and any spillage.
- Clean The hand basin or sink with spray or cream cleanser/detergent
- The shower head should be cleaned and dipped periodically to remove lime scale and scum
- The water taps need to be disinfected as well as polished to a silver or brassy shine
- The mirror needs cleaning and you can use similar techniques to washing shower doors
- The vanity counter top has to be clean of debris and extra items so you get every inch of space cleaned and disinfected
- Any door handles should be treated as Touch Points