

HOUSEKEEPING · OPERATING STANDARD 115

The Bedroom Standard

WHO

Room attendants, checked by the floor supervisor

WHEN

Every bedroom and living room, at daily service and at every departure

YOU NEED

Five colour-coded cloths, a vacuum with its tools, glass spray, the rotation card

TIME TO TRAIN

60 minutes, with one supervised departure room

What this standard achieves

The guest walks into a bedroom that holds up to a close look: no dust on a ledge, no mark on a wall, no crumb under the bed, no streak on the glass. The hotel gets the same room from every attendant, because every attendant cleans it in the same order, with the same cloths and the same tools.

Measured by

01

Room cleaned far corner to door, high to low, floors last

02

Five ledges chosen by the supervisor pass the white-cloth test

03

Nothing under the bed or sofa at a torch check

04

No marks on walls, doors or skirting at arm's length

05

Mirrors and glass streak-free when seen at an angle

06

Every bin and ashtray emptied, washed, dried and relined

07

Sofas and chairs free of crumbs, hair and stains

08

Balcony swept and furniture wiped at every service, weather allowing

09

Departure bedroom done in 20 minutes, stay-over in 12

10

High dusting done on the room's rotation date and logged

PHASE 1

Before the first room

STEPS 1–4

- 01 Stock the caddy with five colour-coded microfibre cloths for the bedroom (dry dust, damp dust, glass, metal, spot cleaning), a glass spray, a neutral cleaner and a spot remover tested on the hotel's fabrics.
- 02 Check the vacuum before the round: bag or bin less than half full, filter clean, crevice and upholstery tools clipped on, cable undamaged. A weak vacuum leaves sand along the carpet edges.
- 03 Read the rotation card for your section: which rooms are due today for high dusting, vents, curtain folds, window tracks or upholstery shampoo. Add the minutes to your plan for those rooms.
- 04 Mark on your list which rooms are departures and which are stay-overs. A stay-over gets the daily clean in this standard; a departure gets every step, inside drawers and under furniture included.

PHASE 2

Enter and clear

STEPS 5–10

- 05 Check yourself against The Presence Standard before the first room: uniform, name badge, clean hands, and the VIP rooms on your section in mind.
- 06 Enter as The Door Standard sets out. If the guest is in and asks you to clean now, ask what they would like done first and whether anything should be left as it is.
"Good morning, Mr Novak. Is there anything you'd like me to start with, or to leave as it is?"
- 07 Switch on every light so dust and marks show, and open the window or balcony door for air unless it is raining, windy, very hot outside or the guest is in the room.
- 08 Stand inside the door for five seconds and note where the guest's things are, as The Belongings Standard sets out. That is the layout you leave behind.
- 09 Clear first: empty every bin and ashtray into the trolley bag, take out used cups and glasses, and move room service trays out as The Tray Collection Standard sets out. Bin only what is clearly rubbish.
- 10 Keep to the room order: strip the bed, clean the bathroom and make the bed as The Bed Standard and The Bathroom Standard set out, then the bedroom in this standard. Lint from the linen settles before you dust.

PHASE 3

Dust from top to bottom

STEPS 11-17

- 11 Dust in one circuit: start at the corner farthest from the door, move clockwise and finish at the door. Work high, then middle, then low. Dust falls, so the floor always comes last.
- 12 High surfaces with a dry cloth or an extension duster: tops of picture frames, curtain rails, wardrobe tops, door frames, lampshades and ceiling light fittings.
- 13 Smoke detectors, sprinkler heads, air vents and ceiling corners: dust them on the room's rotation date only, with a dry duster. Never spray or wet a detector or sprinkler; report one that is painted or covered.
- 14 Middle surfaces with the damp cloth folded in four, turned to a clean side for each surface: desk, chests, bedside tables, headboard, TV unit, chair arms, sills, phone, remote, switches and door handles.
- 15 Lift and wipe under every hotel object (lamp base, phone, tray, clock, directory) and put it back on its exact spot, facing the same way. Dust around the guest's things without moving them.
- 16 Low surfaces: skirting boards, bed base, chair and table legs, lower shelves and the luggage rack. Wipe them in full at every departure and wherever they show dust at a daily service.
- 17 Buff polished wood and metal with the dry cloth after the damp one, and look at lacquer and metal from the side with the light behind them: fingerprints and smears show only at that angle.

PHASE 4

Walls, glass and upholstery

STEPS 18–23

- 18 Walk the walls, doors and skirting at arm's length, looking for scuffs, prints around switches and handles, and splashes by the bin and the luggage rack. Lift marks with the spot cleaner and a white cloth.
- 19 Mirrors and glass with the glass cloth only: spray the cloth, never the glass, wipe top to bottom in an S, then check at an angle with the light behind you. The TV screen gets the dry cloth only.
- 20 Windows and balcony doors: inside glass, frames and handles in full at every departure; prints and splashes at every daily service. Vacuum the tracks on the rotation date. Outside glass is on the window contractor's schedule.
- 21 Vacuum every sofa and armchair with the upholstery tool: seat, back, arms and under each cushion. Treat a fresh stain at once with the tested spot remover; log an old one for shampooing.
- 22 Plump the cushions and set them as the room photo shows, zips down and turned away from view. Vacuum fabric headboards and the curtain hems at every departure, the curtain folds on the rotation date.
- 23 In the wardrobe and drawers at a departure, wipe every shelf, rail and drawer inside, so they are clean as well as empty. In an occupied room, leave the guest's wardrobe closed.

PHASE 5

Bins and balcony

STEPS 24–28

- 24 Wash every bin inside and out at a departure, and any bin with residue at a daily service. Dry it fully, then fit a new liner folded over the rim so it cannot be seen from the bed.
- 25 Where the hotel has ashtrays, on a balcony or in a smoking room: empty them into the metal bin, never into a plastic liner, then wash, dry and put back one at each place.
- 26 On the balcony or terrace, sweep the floor into the corners and the drain, wipe the table, chairs and loungers, and empty the balcony bin. In sandy or dusty weather, wipe the furniture at every service.
- 27 Put out cushions and open the parasol only if the weather allows and the hotel's rule says so. In rain or wind, bring cushions inside, close the parasol and secure light furniture. Lock the balcony door.
- 28 Look at the balcony for safety as you leave it: railing firm, no cracked glass, no loose tiles, plants watered. Report any fault to engineering before you leave the room.

PHASE 6
Floors last
STEPS 29–33

- 29** Vacuum from the far corner back to the door in straight, overlapping lines, so the carpet pile lies one way. Move light furniture (chairs, luggage rack, bins) and put it back on its marks.
- 30** Run the crevice tool along every skirting board, into the corners, behind the doors and along the curtain line, where sand and hair collect and a bare foot finds them.
- 31** Vacuum under the bed and sofas at every departure, and look under them with a torch at every service. Anything you find there goes to the office as The Lost Property Standard sets out.
- 32** Hard floors (wood, marble, tiles): dust-mop, then damp-mop with the neutral cleaner and a well-wrung mop, working back to the door. Look along the floor from low down: no footprints, no streaks.
- 33** Treat fresh stains on carpet and rugs at once by blotting, never rubbing. Straighten rug fringes and lift the corners to vacuum beneath. Log any stain that stays for the carpet team.

PHASE 7
Close and check
STEPS 34–37

- 34** Close the windows and balcony door, set curtains and lights as The Final Look Standard sets out, and leave the thermostat where the guest set it in an occupied room.
- 35** Do the two-minute check in The Final Look Standard, then run a white cloth along three places you did not look at closely: the top of a frame, the top of a door, the back of a chair.
- 36** Write on your sheet or handheld: the room, time in and time out, rotation tasks done, stains logged, faults reported and items found, before you move to the next room.
- 37** The supervisor inspects at least one room in five: the white-cloth test on five ledges chosen on the spot, and a torch check under the bed. A room that fails goes back to its attendant the same shift.

What to record

Room and times

- ☐ Room number
- ☐ Departure or stay-over
- ☐ Time in and time out
- ☐ Attendant's name

Rotation tasks

- ☐ High dusting done, with the date
- ☐ Vents and detectors dusted, dry only
- ☐ Window tracks and curtain folds
- ☐ Upholstery shampoo due or done

Faults and finds

- ☐ Wall, paint or furniture damage
- ☐ Stains logged for the carpet team
- ☐ Balcony or window fault, time reported
- ☐ Items found and handed in

When the situation changes

The guest is in and wants a quick clean

Ask what matters most today and do that first: the bed, the bathroom, the bins. Offer to finish the rest at a time they choose and log the room as partly done, with the time agreed.

A stain will not come out

Stop before you rub it larger. Blot it, log the room, the item and the stain, and tell the supervisor. The carpet or upholstery team treats it the same day.

A detector or sprinkler is dirty

Use nothing but a dry duster on it. If it is painted, covered or damaged, report it to engineering at once with the room number: it is a safety fault.

Rain, wind or a sandstorm

Close the balcony door, bring the cushions in, close the parasol and secure light furniture. Clean the balcony at the next service and note why on your sheet.

Guest papers cover the desk

Dust around them and leave the desk as it is, as The Belongings Standard sets out. Note it on your sheet so the supervisor knows why the desk was not wiped.

Broken glass on the floor

Pick up the large pieces with gloves, vacuum the area twice with the crevice tool and check at floor level with a torch. If the glass was the guest's, leave a note saying what happened.

Common mistakes

MISTAKE

Vacuuming before dusting. The dust falls onto the clean floor, and the room looks finished until the sun comes in.

MISTAKE

One damp cloth for the whole room. It leaves a grey film on the furniture and carries what was on the door handle to the desk.

MISTAKE

Spraying glass cleaner straight onto the mirror. It runs behind the frame and dries as streaks along the edges.

MISTAKE

Vacuuming the middle of the carpet and skipping the edges. Sand and hair stay along the skirting, where bare feet find them.

MISTAKE

Leaving balconies until the end of the round. By then time has run out, and the terrace stays as the wind left it.

MISTAKE

Wiping a smoke detector with a wet cloth. Water in the sensor causes a false alarm, or no alarm at all.

Check your team

After training (60 minutes, with one supervised departure room), each person answers these without the sheet.

- 01 In which direction do you work round the room, and why do the floors come last?
- 02 Which five cloths are on the caddy, and what is each one for?
- 03 What may you use on a smoke detector or sprinkler, and what do you do if one is dirty?
- 04 How do you clean a mirror so it has no streaks, and how do you check it?
- 05 Name three things cleaned in full at a departure that are only checked at a daily service.
- 06 When do the balcony cushions go out, and when do they come in?
- 07 Where does an item found under the bed go?

The Bedroom Round

Fourteen checks in the order of the clean. Clip it to the trolley so the order is in front of the attendant in every room, not left to memory.

- ☐ Bins and ashtrays emptied before you dust
- ☐ High: frames, rails, wardrobe tops, lampshades
- ☐ Under every hotel object, put back facing the same way
- ☐ Walls and doors free of marks at arm's length
- ☐ Sofas and chairs vacuumed under the cushions
- ☐ Balcony swept, furniture wiped, door locked
- ☐ Under the bed checked with a torch
- ☐ Far corner first, clockwise, back to the door
- ☐ Middle: a clean side of the cloth for each surface
- ☐ Low: skirting, bed base, chair legs
- ☐ Mirrors and glass checked at an angle
- ☐ Bins washed, dried, liner out of sight
- ☐ Carpet edges done with the crevice tool
- ☐ Rotation task of the day done and logged

How to use this with your team

Brief it on Monday with the cloths and the vacuum in hand. Each day the supervisor picks two lines and checks them in every room inspected; the lines missed most go into Friday's briefing.

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