

HOUSEKEEPING · OPERATING STANDARD 116

The Service Round Standard

WHO

Room attendants, run by the floor supervisor

WHEN

Every day, from the 08:15 briefing to the last room by 15:00

YOU NEED

Room board, departure times and guest requests, stocked trolleys, the linen rule

TIME TO TRAIN

45 minutes, with one supervised morning round

What this standard achieves

Guests get their room back clean while they are out, or at the hour they asked for, and never meet trolleys and linen bags in the corridor. The hotel works to one written towel and linen rule that every attendant follows and every guest can read in the room.

Measured by

01

Room order set for every section before the 08:15 briefing

02

Every stay-over serviced by 15:00, or at a later time the guest chose

03

Service started within one hour of the guest asking

04

Rooms not started by 13:00 reassigned by the supervisor

05

Trolley only outside the room being cleaned, tight to the wall

06

No linen, bags, trays or cables left in a corridor

07

Towel and linen card in every room, matching the written rule

08

Guest's towel and linen choice followed in every room checked

09

Board updated within 5 minutes of each room finished

10

Open items handed to the afternoon shift in writing by 15:00

PHASE 1
Write the linen rule
STEPS 1–4

- 01 The executive housekeeper and the general manager choose one default in writing: towels and linen changed daily unless the guest chooses to reuse them, or changed on a set cycle unless the guest asks. Never mix the two.
- 02 Write the cycle in numbers, for example bed linen every third night and at every departure. Whatever the cycle, anything marked, damp or with hair is changed, and so is anything the guest asks for.
- 03 Put a card in every room that explains the rule in plain words, in the hotel's main guest languages, and how to change it: a towel on the rail or on the floor, a card on the bed, or a call to housekeeping.
- 04 Brief the rule to every new attendant and once a month to the whole team. The Bathroom Standard, The Bed Standard and The Turndown Standard all follow it; nobody works to a version of their own.

PHASE 2
Plan the round
STEPS 5–9

- 05 At 07:45 the supervisor opens the room board: departures with their check-out times, stay-overs, early arrivals and the rooms they need, VIPs, DND rooms, and every guest request with a time.
- 06 Set each attendant's order: first the rooms where the guest asked for a time or switched on the service light, then departures needed for early arrivals, then stay-overs whose guests are out, then other departures.
- 07 Ask front office and the concierge at 08:00 what they know: guests at breakfast, at the spa, on an excursion until 14:00, leaving late. A room whose guest is out can be cleaned without disturbing anyone.
- 08 Brief the team at 08:15 in five minutes: the order, the VIPs and their notes, rooms with a guest choice on towels and linen, and requests with a time. Each attendant repeats their first three rooms.
- 09 Check every trolley before it leaves the service room: clean linen covered, soiled-linen bag and rubbish bag empty and fitted, caddy full, and nothing stacked above the handle, so the attendant can see ahead.

PHASE 3

On the floor

STEPS 10–15

- 10 Check yourself against The Presence Standard before you step onto the floor: uniform, name badge, clean hands, and the VIP rooms on your section in mind.
- 11 When you pass a guest, stop, greet them and step aside, as The Door Standard sets out. If it is a guest on your section, ask whether they would like their room done while they are out.
"Good morning, Mrs Tanaka. Would you like your room done while you're out?"
- 12 Park the trolley only outside the room you are working in, tight against the wall and never across the corridor. It moves with you; never leave it outside a room you have finished or unattended between rooms.
- 13 Keep the corridor clear: soiled linen and rubbish go into the trolley bags at once, and to the service room when a bag is two-thirds full. No piles on the floor, no vacuum cable across the corridor.
- 14 Work quietly: no calling between colleagues along the corridor, phones on silent, doors closed by hand and never left to slam. Vacuum corridors only after 10:00 and never outside a DND room.
- 15 Knock on each room as The Door Standard sets out. If the guest is in and asks you to come back, agree a time and write it on the board at once, so the round returns to them.

PHASE 4

Towels and linen

STEPS 16–20

- 16 Before you take anything out, read the guest's choice: the card on the bed, towels on the rail or on the floor, and any note on the board. The guest's choice comes before the default, either way.
- 17 Follow the written rule exactly. If towels on the rail mean reuse, leave them hanging and straighten them; if the rule is a daily change, change them all. Bed linen follows the rule as The Bed Standard sets out.
- 18 If the guest is in and their choice is not clear, ask once, in one sentence, and write the answer on the board for the rest of the stay.
"Would you like fresh towels today, Ms Haddad, or shall I leave these for you?"
- 19 Change anything marked, damp or with hair whatever the rule says, and everything at a departure. Write each change on the board so the turndown in the evening follows the same choice.
- 20 When the guest reuses linen for the whole stay, the bed is still remade tight and the bath mat replaced every day, as The Bed Standard and The Bathroom Standard set out.

PHASE 5

Keep the clock

STEPS 21–25

- 21 Update the board within five minutes of finishing each room: done, guest in with a time agreed, DND, or service refused. The supervisor sees the round as it happens, not at 15:00.
- 22 When a guest asks for their room by phone, message or at the door, it goes to the top of the nearest attendant's list and service starts within one hour. Give the guest the time.
- "We'll be in your room by 11:30, Mr Okafor. Does that suit you?"*
- 23 At 11:00 and at 13:00 the supervisor reads the board for rooms not started and attendants behind time. At 13:00 any room not started is moved to an attendant with space, or the supervisor cleans it.
- 24 At 14:00 DND rooms are phoned as The Door Standard sets out. A time agreed on that call goes on the board, and service starts within one hour of the time the guest chose.
- 25 By 15:00 every stay-over is serviced or has a later time chosen by the guest on the board. A room still undone at 15:00 without a reason from the guest goes in the log with the cause.

PHASE 6

Close the round

STEPS 26–29

- 26 Take the trolley back to the service room, empty both bags into the linen and rubbish carts, wipe the trolley down and restock it for tomorrow, with the clean linen covered.
- 27 Walk your corridor once from end to end: no linen, packaging, trays, cables or marks left behind, every service room door closed and the lift lobby clear.
- 28 Hand your sheet to the supervisor: rooms done and their times, rooms on DND or refused, times agreed with guests, faults reported to engineering and items found.
- 29 The supervisor hands the afternoon shift every open item in writing: late service times, DND rooms, requests, and each guest's towel and linen choice. Turndown starts from this list.

What to record

Room board

- ☐ Departure, stay-over or arrival
- ☐ Guest out, in, DND or service light
- ☐ Time the guest asked for
- ☐ Time started and time finished

Towels and linen

- ☐ Towels changed or reused
- ☐ Bed linen changed or remade
- ☐ Guest choice that differs from the rule
- ☐ Items changed because marked or damp

End of round

- ☐ Rooms not done, with the reason
- ☐ Times passed to the afternoon shift
- ☐ Faults reported to engineering
- ☐ Items found and handed in

When the situation changes

The guest wants service at 16:00

Put it on the afternoon list for 16:00 and hand it to the afternoon shift by name. The 15:00 finish is for the round; a time the guest chooses comes first.

Two guests ask at the same moment

Give each the earliest time you can keep, both within one hour, and move other stay-overs back. Tell the supervisor so the board shows the change.

An attendant calls in sick

The supervisor splits the section by 08:15, starting with requested rooms and rooms for early arrivals, and cleans rooms personally so the 15:00 finish holds.

The guest refuses service

Offer fresh towels and amenities at the door, write the refusal on the board and offer again the next day. After two days with no one entering, the supervisor tells the duty manager.

The linen cupboard runs short

Call the linen room at once with the count you need. Never move towels from one room to another, and never turn a marked sheet over to save time.

Many guests check out late

Clean stay-overs first and come back to the departures. Ask front office for confirmed departure times by 11:00, so the supervisor can redraw the order.

Common mistakes

MISTAKE

Leaving the trolley in the corridor while you take linen down. A guest has to steer a suitcase round it, and the floor looks like a store room.

MISTAKE

Cleaning in room-number order. The guest who went out at 09:00 returns at noon to an unmade room, and the one sleeping late hears a knock at 08:45.

MISTAKE

Changing towels the guest hung up to reuse. The card in the room made a promise, and the attendant broke it in front of the guest.

MISTAKE

Telling a guest "later" without a time. Nobody writes it down, and the room is still undone at 17:00.

MISTAKE

Updating the board at the end of the shift. The supervisor can't see which rooms are behind until it is too late to move them.

MISTAKE

Each attendant keeping a linen rule of their own. The guest gets fresh sheets one day and none the next, and can't tell what to expect.

Check your team

After training (45 minutes, with one supervised morning round), each person answers these without the sheet.

- 01 By what time is daily service finished, and how soon does it start when a guest asks for their room?
- 02 In what order are the rooms on your list cleaned?
- 03 What is our written towel and linen rule, and how does a guest change it?
- 04 When are towels and linen changed whatever the rule says?
- 05 Where may the trolley stand, and where must it never be left?
- 06 What do you write on the board, and how soon after finishing a room?

Your Towel and Linen Rule

Write the one rule your hotel follows for towels and bed linen, and the hours of the round. The same card goes in the office and on every trolley.

Towels

Our default _____

How the guest changes it _____

Always changed or done
when

Who checks, and when _____

Bed linen

Our default _____

How the guest changes it _____

Always changed or done
when

Who checks, and when _____

The daily round

Our default _____

How the guest changes it _____

Always changed or done
when

Who checks, and when _____

How to use this with your team

Fill it in with the general manager, print it for every trolley and brief it each morning for a week. Each day the supervisor checks the rule in three rooms and writes the result on the inspection sheet.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.