

HOUSEKEEPING · OPERATING STANDARD 118

The Room Request Standard

WHO

Housekeeping coordinators, house attendants and the concierge

WHEN

Every item a guest asks housekeeping for, by phone, message or at a desk

YOU NEED

Request log, loan items tested, lined trays and pouches, a charged handset

TIME TO TRAIN

45 minutes, with two role-played requests and one delivery

What this standard achieves

A guest who asks for an iron, a pillow or a charger has it in their hands within 10 minutes in a city hotel and 15 in a resort, working and neatly presented, however they asked for it. The hotel knows every request, its times and who delivered it, and learns what to put in the room before the next guest has to ask.

Measured by

01 Phone answered within three rings

02 Hold only with permission, and never longer than 30 seconds

03 App and text messages answered within 3 minutes

04 A delivery time given to the guest on every request

05 At the door within 10 minutes in a city hotel, 15 in a resort

06 Every item checked in the hand before it leaves the office

07 Small items on a lined tray or in a pouch, never carried loose

08 Set-up offered for every item that needs it

09 Every request logged with the times asked, sent and delivered

10 A request made twice written to the guest profile the same day

PHASE 1

Before the shift

STEPS 1–4

- 01** Count the loan stock against the list at the start of each shift: irons and boards, phone chargers of each type, plug adapters, pillows and blankets, cots, humidifiers, prayer mats, yoga mats. Note what is out, and in which room.
- 02** Test every electrical item before it goes back on the shelf: the iron heats and does not leak, chargers charge, adapters fit. A faulty item goes to engineering with a tag, never back to stock.
- 03** Lay out delivery trays lined with a napkin, cloth pouches for small items and clean covers for pillows and blankets, so nothing has to go up carried in the hand.
- 04** Open the request log, check the handset is charged, and read the handover: open requests, loan items to collect, and guests who ask for the same thing every night.

PHASE 2

Take the request

STEPS 5-11

- 05 Speak as The Presence Standard sets out: calmly, without slang, the example lines in your own words. Let the guest finish, and write down what they ask so they never have to repeat it.

- 06 Answer within three rings with the department and your first name, using the guest's name from the room display.

"Good evening, Mrs Tanaka. Housekeeping, Sara speaking. How may I help you?"

- 07 Repeat the request back with the detail that decides the item: the connector for a charger, the plug type, firm or feather-free for a pillow, the child's age for a cot.

"So that's a USB-C phone charger and one firm, feather-free pillow. Is that right?"

- 08 Put the guest on hold only if you must: ask first, wait for the yes and come back within 30 seconds. If you need longer, offer to call back at a time you state.

"May I put you on hold for a moment while I check the cots? ... Thank you for waiting."

- 09 Give a delivery time you can keep, within 10 minutes in a city hotel or 15 in a resort, and ask whether the guest will be in the room or would like the item left inside.

"It will be with you within ten minutes. Will you be in the room?"

- 10 Answer every app or text message within 3 minutes, in the guest's language and register, in full sentences with no abbreviations, naming the item and the time.

"Good evening, Mr Al-Harbi. A prayer mat is on its way to you and will be at your door by 19:40."

- 11 If the guest asks for something another department handles (a table, a car, a doctor), tell them who will call back, pass it on with the name, room and need, and log it.

PHASE 3

Through the concierge

STEPS 12–15

- 12 When a guest asks the concierge or the front desk for an item, the colleague phones housekeeping at once with the room, the guest's name, the item and any time already promised.
- 13 The clock starts when the guest asked, not at the handover. If the concierge promised a time that housekeeping cannot keep, say so at once, so the concierge can tell the guest.
- 14 Read the details back to the colleague, give the attendant's name and the delivery time, and log the request under the concierge's name as well as your own.
- 15 Tell the concierge within 5 minutes of delivery. The colleague who took the request closes the loop with the guest, as The Guest Request Standard sets out.

PHASE 4

Prepare and go

STEPS 16–19

- 16 Send the request to the nearest house attendant within one minute, with the room, the guest's name, the item and the time promised. The attendant confirms on the handset that they have it.
- 17 Take the item off the shelf and check it in your hands: clean, complete, working, and right for what was asked. A charger that doesn't fit the phone becomes a second request.
- 18 Present it: small items on the lined tray or in a pouch, pillows and blankets in a clean cover, an iron with its board and the cord coiled. Nothing goes up loose or under an arm.
- 19 Go straight to the room by the service lift. If you will not make the time, call the coordinator before it passes, so the guest hears the new time from the hotel first.

PHASE 5

At the door

STEPS 20–24

- 20 Check the DND first. Knock three times, announce "Housekeeping", wait 10 seconds, then knock and announce again, as The Door Standard sets out. Never open the door yourself while the guest is inside.

- 21 Greet the guest by name, say what you have brought and hand it over at the door. Step inside only if the guest invites you in to set the item up.

"Good evening, Mrs Tanaka. Here are the charger and the pillow you asked for."

- 22 Offer to set up anything that needs it: the ironing board opened by a socket, the cot made up, the adapter plugged in, the humidifier filled. Show how it works in one sentence.

"Shall I set the board up for you by the window?"

- 23 If the guest is out and asked for the item to be left, put it where they will see it, with a card saying what it is and how to ask for more. Pillows go on the bed, chargers by the bedside socket.

- 24 Ask once whether there is anything else, thank the guest by name and leave. Never wait at the door as if for a tip.

"Is there anything else I can bring you, Mrs Tanaka? Good evening."

PHASE 6

Close the request

STEPS 25–29

- 25 Log the delivery time on the handset as you leave the room. The coordinator sees the time from request to door for every item, and the time promised beside it.

- 26 For anything electrical or set up (an iron, an adapter, a cot, a humidifier), the coordinator calls the guest within 15 minutes of delivery to ask whether it works.

"Mrs Tanaka, it's Sara from housekeeping. Is everything working as you need it?"

- 27 Log every loan item against the room. Collect it at the next service, or at departure before the room is released, then clean and test it before it goes back on the shelf.

- 28 When a guest asks for the same thing twice, write it to their profile the same day, so it is already in the room the next night and on the next stay.

- 29 At the end of each shift, total the requests, the average and longest time to the door and the items out of stock. The housekeeping manager reviews the list each week.

What to record

The request

- ☐ Room and guest name
- ☐ Item, with type, size or connector
- ☐ Phone, message, concierge or desk
- ☐ Time the guest asked

The delivery

- ☐ Attendant's name
- ☐ Time promised to the guest
- ☐ Time at the door
- ☐ Set-up done, call-back made

Loans and profile

- ☐ Loan item, room and date
- ☐ Collected, cleaned and tested
- ☐ Repeat request written to the profile

When the situation changes

The item is out of stock

Say so at once and offer the nearest alternative with a time: the pressing service for an iron, as The Pressing and Laundry Standard sets out. Tell the manager if it happens twice in a week.

The guest asks for it to be left inside

Knock and announce anyway. If nobody answers, leave the item where it will be seen, with a card, close the door until it locks and log the time.

The DND is on

Phone the room and ask when to bring it. If there is no answer, keep the item ready and send a message saying it is ready whenever the guest wants it.

A request comes in at 03:00

The night attendant delivers within the same times. Keep a small stock of the items asked for most in the night office, so nobody has to unlock a store.

The item has a charge

Say the price in one sentence before you send it, and post it to the room once it has been delivered.

Two requests, one attendant

Send the nearer one first and give the other to the next attendant, or the supervisor takes it. Call the second guest before their time passes if it will slip.

Common mistakes

MISTAKE

Saying "right away" instead of a time. The guest starts counting at once, and "right away" means something different to each of you.

MISTAKE

Carrying a pillow under your arm along the corridor. The guest receives a pillow that has touched a uniform and the lift wall.

MISTAKE

Sending a charger without asking which phone it is for. The attendant goes up twice, and the guest waits twice.

MISTAKE

Handing over the iron and walking off. The guest finds the board jammed and calls again, ten minutes before dinner.

MISTAKE

Letting a request sit while the concierge and housekeeping each think the other has it. The guest calls a third time.

MISTAKE

Answering an app message with "ok 10 min". The guest reads a machine, not a person who is about to knock on the door.

Check your team

After training (45 minutes, with two role-played requests and one delivery), each person answers these without the sheet.

- 01 Within how many rings is the phone answered, and how soon is a message answered?
- 02 How long does a guest wait for an item in a city hotel, and in a resort?
- 03 What do you ask before you send a charger, a pillow or a cot?
- 04 How does a small item travel from the office to the guest's door?
- 05 When a request comes through the concierge, when does the clock start, and who calls the guest back?
- 06 After which deliveries is there a call-back, and within how long?
- 07 What happens when a guest asks for the same item twice?

What Guests Ask Housekeeping For

Seven items guests ask for most, what to check before each one leaves the office, and what to offer at the door when you hand it over.

Request	Check before it goes	Offer at the door
Iron and board	Heats, no leaks, clean plate	Set the board up by a socket
Phone charger	Right connector, tested	Plug it in by the bed
Extra pillow	The type asked: firm, soft, feather-free	Place it on the bed
Cot	Clean, complete, sheet fitted	Make it up where the parents choose
Plug adapter	Right plug type, tested	Plug in the first device
Prayer mat	Clean, folded, in a cover	Give the direction of prayer
Extra blanket	Clean, folded, in a cover	Lay it at the foot of the bed

How to use this with your team

Brief one row a day with the real item in hand. The coordinator times one delivery a shift with a stopwatch, and the manager adds any item asked for twice in a week to the room set-up.

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