

Housekeeping

The Turndown Standard

Five steps that change a room from day to night in 15 minutes. Guests remember the one detail chosen for them, and rarely the chocolate on the pillow.

Who

Turndown attendants, checked by the evening supervisor

When

Every occupied room, between 18:00 and 21:00

You need

Turndown trolley, tomorrow's weather and times, guest notes in the PMS

Measured by Room done in 15 minutes or less · Lights, drapes and bed set every time · One personal touch per room per night

1 Ask first

Follow the Door Standard, starting with the DND check. If the guest is in, offer turndown now or at a time they choose. If they decline, offer fresh towels and water at the door and log it.

"Good evening, Ms Rossi. Would you like the room prepared now, or while you are at dinner?"

Common mistake Coming back at 21:30 because the list said so. The guest is already in bed with the light off.

2 Set the light

Close the drapes fully, sheers too. Switch off the main lights and leave the bedside lamp and one low light on. Set the room to the guest's chosen temperature, or to 21°C if nothing is noted.

"Drapes closed, bedside lamp on, 21°C."

Common mistake Leaving every light on. The room looks as if it is still being cleaned, and nothing says night.

3 Open the bed

Fold the duvet back in a 45-degree corner on the side the guest sleeps on (the morning attendant notes it), or both sides for two guests. Set slippers on a mat beside it and the robe on its hook.

"Bed opened on the window side, slippers out, robe on hook."

Common mistake Opening the side nearest the door every time. The guest who sleeps by the window folds the bed back themselves.

4 Reset the bathroom

Replace used towels, or straighten them if the guest asked to reuse them. Wipe the basin and chrome dry, empty the bins, top up amenities, lay the bath mat by the shower and replace used glasses.

"Towels replaced, mat down, two glasses changed."

Common mistake Taking every towel, including the ones the guest asked to keep. The card in the bathroom made a promise the trolley broke.

5 Leave the evening

Place water and a glass at the bedside, a card with tomorrow's weather and breakfast times, and one touch from the guest's notes: the book they asked about, a toy for the child, their newspaper.

"Good night, Mr Al-Harbi. Tomorrow: 24°C and clear. Breakfast from 6:30."

Common mistake The same chocolate on every pillow. Nothing in the room shows that anyone knew who was staying in it.

The Turndown Trolley Check

Everything the turndown attendant checks on the trolley before 18:00. One missing item means a trip back to the linen room in the middle of the round.

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|--|---|
| ☐ Room list with DND status and guest notes | ☐ Tomorrow's weather and breakfast cards |
| ☐ Water bottles, one per guest | ☐ Night note cards and a pen |
| ☐ Clean glasses, two per room | ☐ Ice bucket liners and tongs |
| ☐ Bath mats and full towel sets | ☐ Bin liners and a dry cloth for chrome |
| ☐ Bathroom amenities to top up | ☐ Children's turndown items |
| ☐ Slippers in two sizes | ☐ Items requested in the guest notes |

How to use this with your team

The evening supervisor reads the list aloud at 17:45 while each attendant ticks their own trolley. Each week, add one item taken from the notes guests have left.

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