

Housekeeping

The Final Look Standard

Five steps for the two-minute check before leaving every room. Seen from a seated guest's height, chrome and mirrors show spots nobody notices standing up.

Who
Room attendants, then the floor supervisor on inspection

When
Before leaving every room, occupied or vacant

You need
A dry microfibre cloth, a small torch, the room's hanger and amenity count

Measured by Two minutes in every room, timed · No water spots on chrome or mirrors · Hangers and amenities at full count

1 From the door

Step back to the doorway and look at the room as the guest will first see it. Check that the drapes hang evenly, lampshades are straight, the bedspread is square and nothing is left on the floor.

"Door view: drapes even, shades straight, floor clear."

Common mistake Checking from the middle of the room. The guest's first look is from the door, and so are most first impressions.

2 Sit down

Sit on the bed, then on the desk chair. From there, look at the mirrors and chrome at an angle, with the torch. Spots, smears and hairs show from low down and from the side, where the guest sits.

"Sat on bed and chair: one spot on the mirror, wiped."

Common mistake Checking the mirror standing square in front of it. The spots show at an angle, which is how the guest sees it from the bath.

3 Test it all

Switch every light on and off, wardrobe and bathroom included. Check the TV, the coffee machine's water and pods, the kettle and that the minibar fridge is cold. Report any fault before you leave.

"506: bathroom spotlight out. Engineering called 10:15."

Common mistake Assuming the coffee machine works because it is clean. The guest tries it first thing in the morning, when nobody can fix it.

4 Count

Count the hangers (our standard is eight per wardrobe, all facing one way), glasses, towels and amenities. In a vacant room, open every drawer and the safe and check that they are empty.

"Hangers 8, glasses 4, towels full, safe open and empty."

Common mistake Leaving six hangers because the last guest took two. A short wardrobe is one of the first things an inspector counts.

5 Smell and close

Breathe in at the door before you leave: the room should smell of nothing. Check the temperature is at the standard setting, switch off the lights you used and close the door until you hear it lock.

"506 complete 10:22. No odour, 21°C, door checked."

Common mistake Spraying room fragrance over a smell. The guest notices both, and trusts the room less.

The Two-Minute Final Look

Fourteen checks in two minutes, in the order you walk the room. Each one is a fault guests and inspectors report, and each takes seconds to put right.

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| ☐ Drapes even, sheers closed to the same line | ☐ Coffee machine filled, pods at full count |
| ☐ Bedspread square, no creases at eye level | ☐ Minibar fridge cold and closed |
| ☐ Floor and under the bed clear | ☐ Eight hangers, all facing the same way |
| ☐ Mirrors checked at an angle with a torch | ☐ Drawers and safe open and empty (vacant room) |
| ☐ Taps and shower chrome dry, no spots | ☐ No odour at the door |
| ☐ Every light switched on and off once | ☐ Temperature at the standard setting |
| ☐ TV tested, remote in its place | ☐ Door closed and heard to lock |

How to use this with your team

Brief it on Monday and time each attendant once that week with a stopwatch. The supervisor picks one item in every inspected room and checks it first. Repeated misses go into Friday's briefing.

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