

Housekeeping

The Arrival Inspection Standard

Five steps for the supervisor's inspection that releases a vacant room for an arrival. A room marked ready too early costs the guest their first ten minutes.

Who	When	You need
Floor supervisors, with front office for VIP arrivals	Every vacant room, before it is released as inspected	Inspection sheet or app, the arrival list with notes, a torch
Measured by Every room inspected before release · Faults to engineering within 10 minutes · VIP rooms checked again 1 hour before		

1 Read the arrival

Before you open the door, read the guest's notes on the arrival list: extra bed, cot, pillows, allergies, a returning guest's preferences. Check these first, because they are what the guest asked for.

"1015, Mrs Tanaka: twin beds, foam pillows, cot. Check first."

Common mistake Inspecting to the standard and missing the request. The room is spotless and the cot isn't there.

2 Walk the room

Walk the room in the same order every time: door, entrance, wardrobe, bathroom, bed, desk, window. Tick only what you looked at, in this room, today. Write down faults, never general impressions.

"1015: hair on the shower ledge, robe belt missing. Back to Ana."

Common mistake Ticking from memory by the third room of the day. The sheet says inspected; the room says otherwise.

3 Fix or return

Fix small faults on the spot. Send cleaning faults back to the attendant with the room and the fault, then inspect again. Call engineering faults in within 10 minutes and keep the room out of release.

"Ana, 1015 needs the shower ledge again and a robe belt. I'll be back in 15 minutes."

Common mistake Fixing every fault yourself to save time. The attendant never hears about it and repeats it in every room tomorrow.

4 Set the room

Set the room for arrival: 21°C, sheers drawn, drapes open by day, entrance and bedside lights on after dark, and the welcome card and any amenity from the arrival notes in their places.

"1015 set: 21°C, sheers drawn, entrance light on, cot made up."

Common mistake Leaving the room at the last guest's 17°C. The new guest walks into a cold room, and their first call is a complaint.

5 Release

Change the status to inspected in the PMS only once the last fault is cleared, and phone front office for any room with a guest waiting. Check VIP rooms again one hour before the arrival time.

"Front desk, 1015 is inspected and released for Mrs Tanaka, 14:20."

Common mistake Releasing rooms in a batch at 14:00 to clear the board. One is still waiting for engineering when its key is cut.

The Supervisor's Release Check

Thirteen checks the supervisor signs before a room is released. A tick means the supervisor looked at that item, in that room, that day.

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| ☐ Guest notes on the arrival list read first | ☐ Every light, the TV and the coffee machine |
| ☐ Requested items in place: cot, pillows, beds | ☐ Minibar at par, fridge cold |
| ☐ Door lock, chain and spyhole working | ☐ Temperature set to 21°C |
| ☐ Wardrobe: hangers, robes, slippers, safe open | ☐ Drapes and lights set for the time of day |
| ☐ Bathroom: no hair, no spots, full amenities | ☐ Welcome card and arrival amenity in place |
| ☐ Bed flat at eye level, linen unmarked | ☐ PMS status changed after the last fix |
| ☐ Desk: stationery, pen, chargers, directory | |

How to use this with your team

This week the housekeeping manager walks one release with each supervisor and compares sheets. From then on, the manager reinspects two released rooms a day at random and briefs the gaps on Friday.

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