Cleaning a checkout room

Harborlight Inn · Housekeeping SOP HK-03 · For every room attendant · Target: 30 minutes per checkout room · Harborlight Inn is a made-up hotel

A checkout room is cleaned so the next guest finds it as if no one had stayed there. Work in the same order every time: it is faster, and nothing gets missed.

1. Before you go in

1. Knock three times and say "Housekeeping". Wait, knock again, then open the door slowly.
2. Park your cart across the open door, so no one can walk in while you work.
3. Gloves on. Open the curtains and a window if it opens.

2. Strip and remove

- Strip the bed: sheets, pillowcases and duvet cover go in the linen bag, never on the floor.
- Empty every bin and remove used glasses, cups and anything the guest left.
- Found a phone, a passport, money or jewellery? Don't keep it in the room: log it on the lost and found sheet and hand it to the supervisor before the end of your shift.

3. Bathroom: top to bottom, one cloth colour per area

Cloth	Use it for
Red	Toilet and the floor around it only
Yellow	Sink, shower, bath and tiles
Blue	Mirrors, glass and the bedroom surfaces

1. Spray the toilet, shower and sink first and leave the cleaner on for the time on the bottle (5 minutes for ours) while you do the rest.
2. Clean from the top down: shelves and mirror, then sink and shower, then toilet, then the floor last.
3. Put out fresh towels: 2 bath towels, 2 hand towels and 1 bath mat.

> Never mix cleaning products, and never move a red cloth to any other area. If you find a needle or broken glass, don't pick it up: leave the room and call the supervisor.

4. Make the bed and the room

- Fresh sheets, tight with hospital corners, and the duvet folded back a hand's width at the top.
- Dust from high to low: lamps, headboard, desk, then the bedside tables.
- Restock: 2 waters, 2 coffee pods, 2 tea bags, the welcome card and the TV remote on the desk.
- Vacuum from the far wall back towards the door.

5. Check, report, close

1. Stand at the door and look at the room as a guest would: bed, bathroom, mirror, floor.
2. Report anything broken (a bulb, a dripping tap, a stain you can't remove) on the maintenance sheet.
3. Close the window and curtains, turn off the lights, and lock the door.
4. Mark the room "Clean" in the housekeeping app. The supervisor inspects it before it is "Ready" for the front desk.