



# HOUSEKEEPING ROOM ATTENDANT Index

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## HOUSEKEEPING ROOM ATTENDANT

### TASK 01: Assignment Sheet

PROCEDURE	STANDARD
<ul style="list-style-type: none"> <li>■ Go to the Housekeeping office to pick up assignment sheet listing room numbers and status of cleaning.</li> <li>■ Write your full name on assignment sheet.</li> <li>■ Review listed rooms for:               <ol style="list-style-type: none"> <li>1) Check-outs</li> <li>2) Stay-overs</li> <li>3) Number of rooms listed</li> <li>4) Assignment area</li> </ol> </li> <li>■ Clean assigned rooms according to priority:               <ol style="list-style-type: none"> <li>1) Early check-ins</li> <li>2) Guest requested service times</li> <li>3) V.I.P. rooms</li> <li>4) 12:00 noon arrivals</li> <li>5) Check-out rooms</li> <li>6) Service rooms</li> </ol> </li> <li>■ Note on assignment sheet:               <ol style="list-style-type: none"> <li>1) Any rooms you were unable to complete and the reason</li> <li>2) Any guest requests for the specific room</li> <li>3) Any maintenance problem in the room to be repaired</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>■ All Room Attendants have written room assignments showing date and assigned area/room numbers.</li> <li>■ Assignments are picked up at the start of the shift.</li> <li>■ Rooms cleaned according to the category priority.</li> <li>■ Completion time is written as each room is finished.</li> <li>■ DND rooms that were unable to be cleaned are noted on the sheet.</li> </ul>

**HOUSEKEEPING**  
**ROOM ATTENDANT**  
**TASK 05: Enter Room**

PROCEDURE	STANDARD
<ul style="list-style-type: none"> <li>■ Leave DND rooms undisturbed.</li> <li>■ Knock on door with knuckles and announce pleasantly, "Housekeeping."</li> <li>■ Wait 5 seconds for guest to respond.</li> <li>■ Knock a second time. If no answer:               <ol style="list-style-type: none"> <li>1) Open door with key, six inches</li> <li>2) Announce "Housekeeping" again</li> <li>3) Enter room</li> <li>4) Place doorstop to prop open door</li> <li>5) If the guest is sleeping, quietly withdraw from room</li> </ol> </li> <li>■ If guest answers after you knock, politely ask when they would like to have their room serviced.</li> <li>■ If you are working and the guest returns, politely ask guest to verify that they are registered to the room.               <ol style="list-style-type: none"> <li>1) Inquire if the guest would like you to return later</li> </ol> </li> <li>■ While working in the guest room, always leave the guest room door open and blocked with your cart.</li> </ul>	<ul style="list-style-type: none"> <li>■ Knock on the door twice before entering.</li> <li>■ Announce yourself in a clear, moderate voice before entering room.</li> <li>■ Do not knock with keys or other objects.</li> <li>■ All guests greeted with eye contact, a smile and appropriate salutation.</li> <li>■ Door to guest room must always be open when working inside; cart always blocks access to room entrance door.</li> <li>■ Linen may <u>never</u> be used for a doorstop.</li> <li>■ Never allow other employees or friends in room unless authorized by the floor supervisor.</li> <li>■ Only guests whose key/card proves them as the correct occupant are allowed to enter the room.</li> </ul>

**HOUSEKEEPING  
ROOM ATTENDANT**  
**TASK 29: Clean Furniture**

PROCEDURE	STANDARD
<ul style="list-style-type: none"> <li>■ Use a clean dust cloth with polishing solution to clean all furniture pieces:               <ol style="list-style-type: none"> <li>1) Armoire</li> <li>2) Dresser</li> <li>3) Nightstands</li> <li>4) Headboard</li> <li>5) Bed posts</li> <li>6) Coffee table</li> <li>7) Desk</li> <li>8) Non-fabric chairs and sofas</li> <li>9) Wooden legs/arms</li> </ol> </li> <li>■ Wipe, dry and buff to a high luster, removing all dust, smudges and fingerprints. Pay attention to tops, sides, legs, arms and intricate woodwork on all furniture.</li> <li>■ In all check-out or vacant rooms, open all drawers/doors and remove any items left by guest. Dust inside, paying attention to corners and ledges.</li> <li>■ Use feather duster for inside shelves and all high places.</li> <li>■ Brush cloth covered areas of upholstered furniture.</li> <li>■ Use a damp rag to wipe off the vinyl cushion section of any furniture (i.e., headboards).</li> <li>■ Wipe down bed frames once every ___ weeks as scheduled.</li> <li>■ Use toothbrush to clean crevices in rattan furniture.</li> <li>■ Report any damaged furniture or repair needs to supervisor.</li> <li>■ Set furniture straight to floorplan (see attached).</li> </ul>	<ul style="list-style-type: none"> <li>■ Furniture dusted daily; free of:               <ol style="list-style-type: none"> <li>1) Dust</li> <li>2) Dirt</li> <li>3) Fingerprints</li> <li>4) Smears</li> <li>5) Smudges</li> <li>6) Marks/scratches</li> </ol> </li> <li>■ The furniture is in good repair, sturdy and stable.</li> <li>■ Crevices in rattan furniture free of soot, dirt and debris.</li> <li>■ Bed frames and headboard are free of dust.</li> <li>■ Check-out rooms:               <ol style="list-style-type: none"> <li>1) Drawers are empty and free of hair/debris</li> <li>2) Any items left by guest are turned in to lost and found</li> </ol> </li> <li>■ Any damage reported immediately.</li> <li>■ Furniture positioned to floorplan.</li> </ul>

**HOUSEKEEPING  
ROOM ATTENDANT**  
**TASK 46: Vacuum Room**

PROCEDURE	STANDARD
<ul style="list-style-type: none"> <li>■ Close the patio/balcony door before starting to vacuum.</li> <li>■ Start at the corner farthest from the entrance door and work your way out of the room (avoid running over vacuum cords).</li> <li>■ Pay close attention to corners and crevices.</li> <li>■ Use toy broom to bring dirt from corner of wall and tight areas between furniture.</li> <li>■ Use _____ to remove spots and stains. Contact supervisor if unable to remove them.</li> <li>■ Do not run vacuum into furniture.</li> <li>■ Move small pieces of furniture and vacuum under each.</li> <li>■ Turn off lights as you work toward the door using wall switch, not lamp switch.</li> <li>■ At end of shift, empty vacuum bag and wipe off vacuum. Check roller for build-up debris.</li> </ul>	<ul style="list-style-type: none"> <li>■ All carpeted areas vacuumed daily.</li> <li>■ Carpets are free of dust, debris, stains and spots.</li> <li>■ Patio/balcony door closed when vacuuming room.</li> <li>■ All lights turned off by the time the room is finished.</li> <li>■ All vacuums cleaned and bags replaced at the end of shift.</li> <li>■ Only pull cord from wall by grasping the plug at the socket.</li> </ul>