

IHG® WAY OF CLEAN
5-S CLEANING PROGRAM:

Full Clean Operating Procedures



*IHG® Rewards Club not applicable to Kimpton® Hotels & Restaurants; to be included at a future date.

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Step 1: Survey

Survey is the first step of the IHG® Way of Clean 5-S Process.

Survey does not just mean assessing the area around you – it also means observing the situation around you. This step will show your team the importance of observing and assessing your environment before they even start cleaning. One benefit of surveying the room first is that it helps your team to determine which areas require the most attention. Also, the team can focus first on the areas that mean the most to our guests and drive their perception of 'clean'. Your team will also be able to prioritize their cleaning in order to practice 'smart' cleaning.

WHAT HAPPENS IN THIS STEP?

We want our guests to feel comfortable and 'at home' when they stay with us. We have also learned that Room Attendants clean more efficiently after they have surveyed the room properly. Taking the time to survey the room will minimize the chances of missing

a potential area that requires cleaning. This practice will make it easier to prioritize your team's tasks once they have assessed the room properly. It also allows your team to report any maintenance issues so that everything is perfect for the arrival of our next guest.



HIGH TOUCH AREAS



KEY VALUE DRIVERS



Keep the High Touch Areas and Key Value Drivers shown above top of mind during **Step 1: Survey**.

1.1 Enter the Guest Room



KNOCK OR RING THE BELL, WAIT A MOMENT, THEN ANNOUNCE YOURSELF TO THE GUEST SAYING, 'GOOD MORNING/AFTERNOON/EVENING, HOUSEKEEPING'.



PAUSE TO WAIT FOR A RESPONSE, BEFORE ANNOUNCING YOURSELF AGAIN.



IF THERE IS STILL NO RESPONSE, INSERT YOUR SECTION OR MASTER KEY, AND SLOWLY ENTER THE ROOM, ANNOUNCING YOURSELF ONCE AGAIN.



POSITION THE CART IN FRONT OF THE DOORWAY WITHOUT BLOCKING THE CORRIDOR FOR EASY ACCESS TO YOUR SUPPLIES.



IF THE GUEST IS IN THE ROOM:

- Inform the guest that you will return later, after they have checked out.
- Do not enter a room with an animal inside.



IF THE GUEST IS NOT IN THE ROOM:

- Enter the room after checking the battery on the lock.
- If provided, place a 'Your Room is Being Serviced' sign or similar on the outside of the guest room door.
- Ensure that the door remains closed at all times while working in the room, or follow your hotel's procedures.



If there is a 'Do Not Disturb' sign:

Honor the guest's privacy – 'Do Not Disturb' signs must be honored until check-out time. After check-out time, telephone the room before knocking and opening the door, or follow your hotel's procedures.

1.2 Assess the Room



TURN ON ALL THE LIGHTS, INCLUDING THE LAMPS.

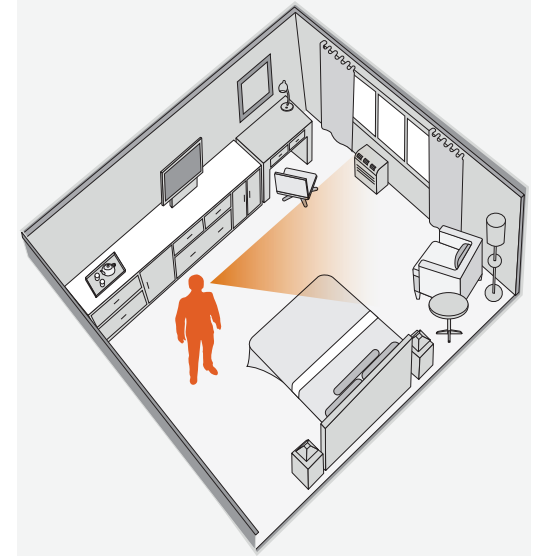


OPEN ALL THE CURTAINS FULLY.



CHECK THE ROOM VISUALLY FOR ANY REPAIRS OR MAINTENANCE NEEDED.
CHECK THE FOLLOWING:

- Light bulbs and light switches are working.
- HVAC (Heating, Ventilation, and Air Conditioning) or PTAC (Packaged Terminal Air Conditioner) system is working properly. For PTAC systems, check that there are no obstructions in the unit.
- Electrical cords and power outlets are not frayed or damaged.
- Windows are clean, in proper working order, and locks are working.
- Curtains, valances, and sheers, are free of mold, mildew, stains, and holes.
- Curtains and/or sheers meet in the center of the window.
- Pictures are hung properly.
- Furniture and upholstery are in good condition. This includes: lamps, nightstands, armoire, chairs, ottoman, desk, headboard, bed frames, mattresses, cushions, and soft furnishings.
- Drawers and doors open and close properly.
- Walls are not visibly damaged or marked.
- Carpets are free of visible stains, burns, holes, or fraying.
- Bathroom flooring, tiles, mirrors, and furnishings are undamaged and free from discoloration.
- Balcony or outdoor space furniture is in good condition and lighting is working properly.
- If the room has a mini-bar, the refrigerator is working properly and not making a disruptive noise.
- If the room/suite has a kitchen, the refrigerator is working properly and appliances are in good condition.





DOORS AND DOOR LOCKS:

- Check that the Room Rate and Fire Evacuation signs are in place and in good condition.

- ★ ■ Make sure that the locks work properly and that the locking device has no signs of damage.

- Check that the door gasket/seal is present and in good working order as this leads to noise issues.

- ★ ■ Test the door to make sure that it closes properly and automatically into the locking position and does not slam. Report issues to maintenance.



ENSURE THAT THE CONNECTING DOOR (IF PRESENT) IS LOCKED.



MAKE A NOTE OF ANY BAD ODORS, WHICH WILL AFFECT GUEST SATISFACTION. IT'S IMPORTANT TO DO THAT NOW, AS AFTER A FEW MINUTES IN THE ROOM, ODORS WILL NOT BE AS NOTICEABLE. VENTILATE THE ROOM AND NEUTRALIZE THE SMELL AS NEEDED.



REPORT ANY ITEMS NEEDING REPAIR TO THE MAINTENANCE DEPARTMENT, FOLLOWING YOUR HOTEL'S PROCEDURES.



CHECK THE ROOM FOR ANY ITEMS THE GUEST HAS LEFT BEHIND AFTER CHECK-OUT. IF SOMETHING IS LEFT BEHIND, FOLLOW YOUR HOTEL'S LOST AND FOUND PROCEDURES.



TURN OFF THE LIGHTS AND LAMPS, UNLESS LIGHT IS NEEDED FOR CLEANING.



LEAVE THE CURTAINS OPEN TO PROVIDE NATURAL LIGHT FOR CLEANING.



Make sure that you check the working condition of the door quietly – slamming the door may disturb other guests.



Step 2: Service

The procedures to follow during **Step 2: Service** allows the team to prepare for the cleaning process by removing all the dirty items from the room and pre-treating surfaces. Getting the room ready for the cleaning process will allow your team to complete their duties easily and more efficiently when they begin **Step 3: Shine**.



WHAT HAPPENS IN THIS STEP?

It's critical to avoid cross contamination in this step. When servicing the room, all soiled items need to be removed first. This practice ensures that there is no risk of contaminating the fresh linen and towels that are brought into the guest room.

Pre-treating the bathroom allows the cleaning products adequate time to disinfect and this ensures that the grime has enough time to be

broken down. This practice makes it easier to remove as much of the dirt as possible and will ensure that all areas of the bathroom are properly cleaned and disinfected.

Also, dusting the room first allows time for the dust to settle so the room can be thoroughly cleaned in **Step 3: Shine**.



HIGH TOUCH AREAS



KEY VALUE DRIVERS



Keep the High Touch Areas and Key Value Drivers shown above top of mind during **Step 2: Service**.

2.1 Strip Bed, Remove Linens and Towels



MAKE SURE THAT YOU WEAR YOUR PROTECTIVE GLOVES.



STRIP THE BED OF ALL LINEN. MAKE SURE TO:

- Place bedding, pillows, and bedcovers on a chair to keep them free from dirt, and reduce the possibility of a trip or fall.
- ★ ■ Check all linen for visible tears, rips, and stains. If any are found, tie a knot in the linen to show the position of the tear, rip or stain – this will help when sorting the linen at the laundry.
- ★ ■ Check the headboard, mattress, mattress folds, mattress protector, mattress pad, skirt, and bed base for stains, burns, damage, bed bugs, and general condition.
- Avoid placing your hands between the mattress and base without first looking to ensure that there are no sharp or dangerous articles.
- Ensure the mattress is correctly positioned in the bed frame.
- Check under the bed, if possible, for any debris.
- Report any issues with the bed to the Executive Housekeeper or Maintenance, following your hotel's procedures.



COLLECT ALL DIRTY TOWELS FROM THE BATHROOM. ENSURE THAT THESE TOWELS ARE REMOVED FROM THE ROOM AND TAKEN FOR LAUNDERING.



SHAKE THE SHOWER CURTAIN (IF USED):

- ★ ■ Lightly shake the shower curtain to remove hairs.
- Replace any soiled or damaged shower curtains or liners.

Products and Tools



REMEMBER

If the mattress appears to have a sag, make a note for your Manager and/or Maintenance department to assess whether the mattress needs to be replaced, following IHG® standards for mattress replacement.

2.2 Clear Trash, Debris, and Room Service Items



MAKE SURE YOU HAVE A SMALL TOOL CARRIER, CADDY, OR BELT CONTAINING ALL THE CLEANING PRODUCTS AND SMALL TOOLS NEEDED TO SERVICE THE ROOM.



REMOVE ANY ROOM SERVICE TRAYS OR CARTS AND PLACE THEM NEATLY IN THE CORRIDOR. ONCE YOU HAVE GATHERED ALL THESE ITEMS, CONTACT ROOM SERVICE FOR PROMPT PICK UP.



REMOVE ANY USED DISPOSABLE ITEMS AND PUT THEM IN THE GARBAGE BAG ON THE CART:

- A disposable cup may remain for the next guest if the shrink-wrap seal has not been broken.



PLACE ALL MUGS, CUPS, CUTLERY, AND GLASSWARE ON THE CART FOR TRANSPORTATION TO THE DISHWASHER.



EMPTY ANY LEFTOVER ICE OR WATER FROM THE ICE BUCKET INTO THE SINK OR TOILET.

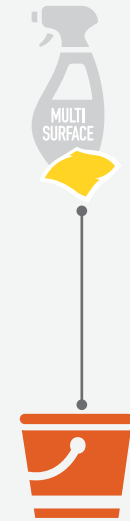
- Dispose of the used ice bucket liner.
- Spray a clean **yellow microfiber cloth** with multi surface disinfectant and cleaner to wipe the ice bucket inside. Air dry the ice bucket and insert a fresh liner.



REMEMBER

Never use abrasive tools or chemicals that may scratch the surface to clean the ice bucket.

Products and Tools





EMPTY THE COFFEE MAKER (IF USED):

- If the coffee maker has a pot, empty any remaining liquid from the coffee pot into the sink. If the room has a dishwasher, load the pot into the dishwasher. If not, then follow your local, municipal, or county regulations for proper sanitation of a used coffee pot.
- If the coffee maker uses single-use disposable coffee pods, or filters, then dispose of the pod or filter and follow the coffee maker manufacturer's cleaning instructions.



REMOVE AND DISCARD ANY PARTIALLY USED BATHROOM AMENITIES, OR ANY WITH WATER DAMAGE.



COLLECT ALL GENERAL WASTE AND PUT IT IN THE ROOM WASTE BIN, AND THEN REMOVE THE USED LINER.



ENSURE THAT THE WASTE BINS ARE FREE OF ODORS, STAINS, SPOTS, STREAKS, SCRATCHES, DENTS, HAIR, ETC.



IF YOUR HOTEL PERMITS SMOKING, DISPOSE OF ANY USED CIGARETTES INTO AN APPROVED CONTAINER, THOROUGHLY WETTING THE ASHES.



IF ANY BIO-HAZARDOUS OR SHARP ITEMS ARE FOUND, SUCH AS BLOOD, VOMIT, HYPODERMIC NEEDLES, BROKEN GLASS, OR RAZOR BLADES, REFER TO YOUR HOTEL'S POLICY FOR MANAGING SUCH HAZARDS:

- Only trained colleagues should complete the removal of these items.
-



IF THE ROOM/SUITE HAS A KITCHEN WITH A DISHWASHER:

- Load the dishwasher with all glassware, dishes, cutlery, water pitchers, and other dishwasher safe items and start the cycle.



REMEMBER

Follow the IHG Green Engage® program for removal of linen, waste, and recycling practices.

2.3 Pre-Treat the Bathroom



PRE-TREAT WET SURFACES THAT CAN BE, OR NEED TO BE, RINSED WITH BATHROOM DISINFECTANT AND CLEANER.



PRE-TREAT DRY SURFACES THAT CANNOT BE, OR DO NOT NEED TO BE, RINSED WITH MULTI SURFACE DISINFECTANT AND CLEANER.



PRE-TREAT THE TOILET:

- Flush the toilet and repeatedly plunge the toilet brush into the water to lower the water level.
- Apply **bathroom disinfectant and cleaner** under the rim, around the toilet bowl, and under the waterline to allow time for disinfecting.
- Apply **multi surface disinfectant and cleaner** to dry surfaces that cannot be rinsed such as the toilet lid, seat and base, and allow time for disinfecting.



PRE-TREAT THE TUB/SHOWER.

- Apply and spread **bathroom disinfectant and cleaner** on hard surfaces that can be, or need to be, rinsed, such as frosted shower glass, walls, tiles, faucets, tub or shower floor, soap, and shampoo dispensers.

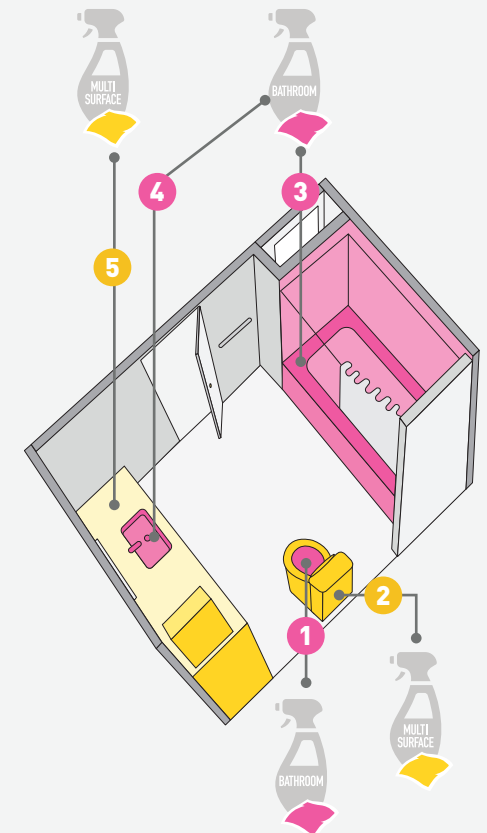


PRE-TREAT THE SINK:

- Turn on the sink faucet and adjust the plug to check if the sink holds water, the drain flows easily, and there are no leaks or dripping.
- Apply **bathroom disinfectant and cleaner** on hard surfaces that can be, or need to be, rinsed such as sinks, faucets, and soap dishes.
- Apply and spread **multi surface disinfectant and cleaner** to dry surfaces that cannot be, or do not need to be, rinsed such as the countertop.

Leave the product to take effect by following the recommended dwell time on the label to disinfect (**3–10 minutes depending on the chemical**) on the toilet, tub or shower, and sink while moving on to **Step 2.4**.

Products and Tools



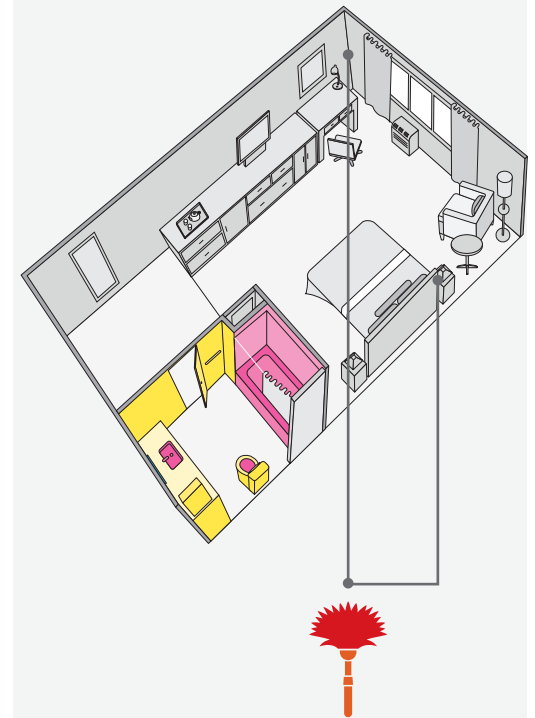
2.4 Dust High Surfaces



USING THE DUSTER ATTACHMENT WITH THE EXTENDABLE POLE. DUST ALL HIGH LEVEL SURFACES, INCLUDING:

- Ceilings, walls, and corners to remove any cobwebs
- High ledges
- Tops of curtain rails
- Ceiling light fittings
- Picture frames

Products and Tools





Step 3: Shine

Shine is a critical step in the IHG® Way of Clean 5-S Process, where the cleaning, sanitizing, and disinfecting occurs. **Following the color-coded system to avoid cross-contamination is essential.**

Refer to the **All About Clean** section for a recap on general cleaning tips, terminology and the microfiber cloth and product color-coded system.



WHAT HAPPENS IN THIS STEP?

The cleanliness and appearance of the guest room and bathroom have a significant impact on our guests' perception of our hotels and their overall satisfaction with their stay. So, it is of the utmost importance that both areas are thoroughly cleaned and disinfected.

For hotels with kitchens, the same applies. This space is where the guest will prepare their homemade meals, and is a particularly important area to clean and disinfect. Our guests should feel confident that all cooking and dining utensils are clean and safe, making them feel 'at home'.



HIGH TOUCH AREAS



KEY VALUE DRIVERS



Keep the High Touch Areas and Key Value Drivers shown above top of mind during **Step 3: Shine**.



3.1 Clean the Bathroom



BATHROOM DOOR, SWITCHES, HAIR DRYER, COUNTERTOP, UNDER THE COUNTER, AND OTHER DRY SURFACES:

- Clean the door.
- 👉 ■ Clean any soil and fingerprints on the door (front and back), door frames, walls, light fittings, and light switches.
- Check ceilings and exhaust vent and clean if needed.
- Turn on and test that the hair dryer works.
- 🌟 ■ Wipe the hair dryer to remove fingerprints, stray hairs, and hairspray build-up.
- Clean the bathroom countertop, vanity area, amenity tray and any other items on the countertop.
- If located in the bathroom, unplug the coffee maker, and clean the coffee maker following the manufacturer's cleaning instructions. Plug it back in so it is ready for the guest to use.
- Check under the counter and clean wherever dirt or dust is visible.



MIRRORS AND ARTWORK:

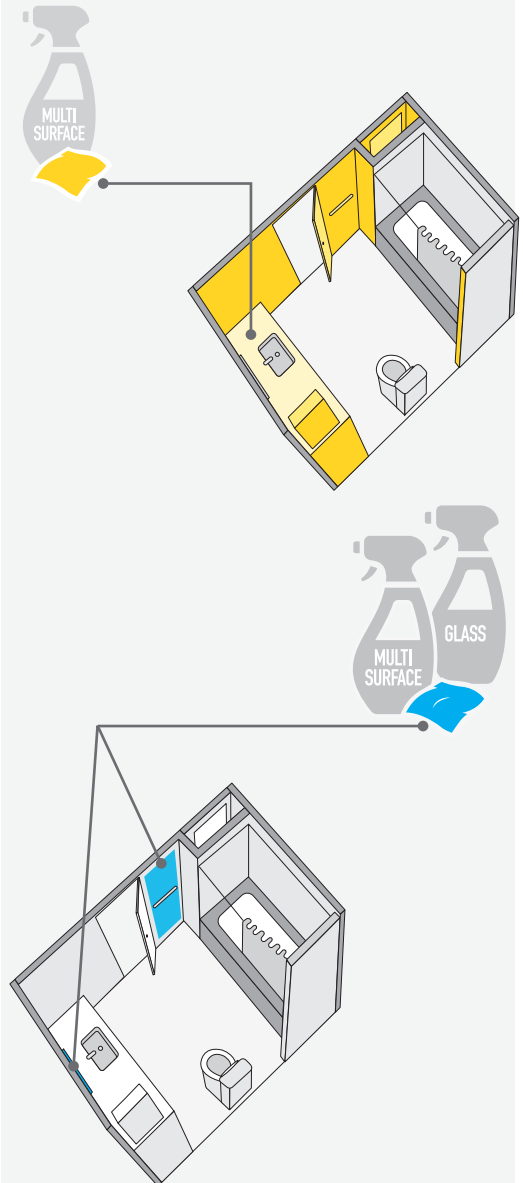
- Clean mirrors and artwork.
- Clean wall fixtures and artwork using a circular motion until completely free of spots or streaks.
- Clean the magnifying or shaving mirror, and test any mirror lights to check that they are working.
- Buff all items with a dry cloth if needed.



ASHTRAYS (SMOKING ROOMS):

- Wash the ashtrays in hot water.
- Wipe dry, ideally with a disposable cloth. If your team does not use a disposable cloth, remember to not use this cloth on any other surfaces.

Products and Tools





BATHROOM SINK:

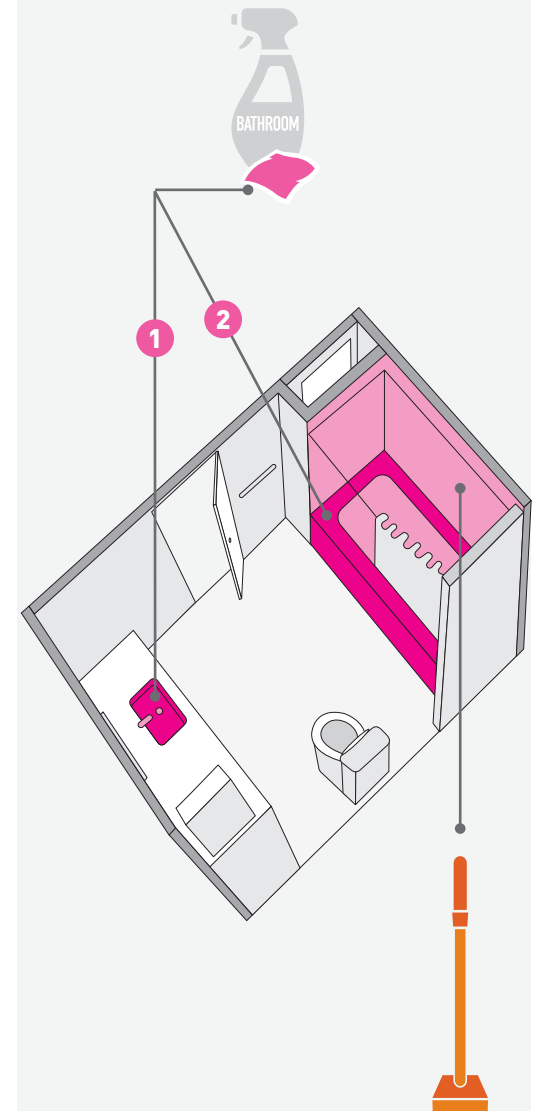
- Clean the wet surfaces that were pre-treated with the bathroom disinfectant and cleaner, starting with the sink.
- ✎ ■ Clean and rinse the sink, drain trap, handles, and all fixtures.
- ✎ ■ If the sink has a pop-up stopper, it should be inspected and cleaned to remove any hair and debris.
- Dry and buff the chrome, if needed.
- Leave the plug or stopper in the open position.
- ✎ ■ Ensure that no hair or residue is left in the sink.



SHOWER, BATH AND TUB:

- Clean the wet surfaces that were pre-treated with the bathroom disinfectant and cleaner, in the shower, bath, and tub.
- ✎ ■ Clean all surfaces (walls, shower head, glass, handles, and fixtures) of the shower and bathtub, working from top to bottom with the **extendable pole and multi surface scrubber and/or pink microfiber cloth**.
- Clean the shower or tub shelves, any dispensers and chrome fixtures, remembering that they are visible from above and below.
- ✎ ■ If the tub has a pop-up stopper, it should be inspected and cleaned to remove any hair and debris.
- Rinse the shower and tub surfaces with cold water. Remember, all wet surfaces pre-treated with bathroom disinfectant and cleaner have to be rinsed.
- ✎ ■ Clean the shower curtain (where used) or replace the curtain if needed. Make sure that no hair is on the curtain.
- Remove excess water.
- Buff dry to ensure that all surfaces shine, and are streak-free.
- Leave the plug or stopper in the open position.
- Position the shower heads to spray in the correct direction when they are next turned on.
- Position the shower curtain (where used) on the outside of the tub with the attached liner on the inside of the tub. Check that all curtain hooks are fastened properly on the rod.

Products and Tools





TOILET BOWL:

- Using the toilet bowl brush, clean inside the toilet bowl, paying special attention to under the rim.



TOILET:

- Clean the exterior dry surfaces of the toilet, including the water tank, handle, both sides of the lid and seat, seat bolts, outside bowl, screw coverings, toilet base, and around the base near the floor.
- Clean the wall areas beside and behind the toilet.
- Ensure that all the parts of the toilet are dry, secure, in good condition, and working properly.
- Flush the toilet to ensure that all suds have been removed from the toilet bowl, and to check that the toilet isn't running.
- Use your black light to spot check the toilet and surrounding wall. Then re-clean any areas which have been missed.



CONDUCT A VISUAL CHECK FOR HAIR:

- Re-check the shower, tub, sink, and floor for any stray hairs and remove using the hair removal attachment.



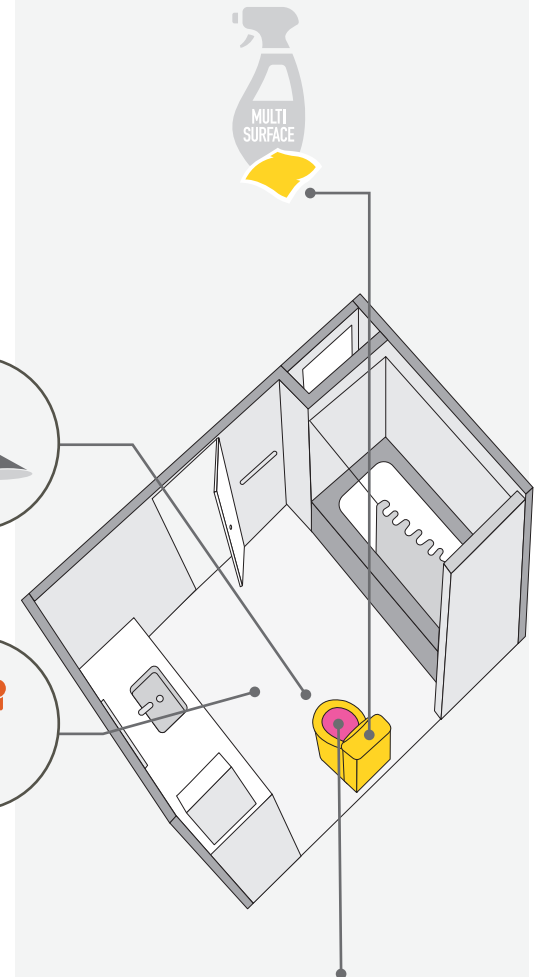
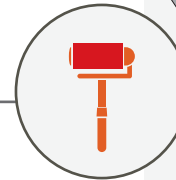
PLACE ALL MICROFIBER CLOTHS USED TO CLEAN THE BATHROOM IN THE MESH BAG AND REMOVE YOUR GLOVES.



REMEMBER

- The toilet should be the last surface cleaned using the **yellow microfiber cloth** in the bathroom. **Never use this cloth on any other surface.**
- Use your black light to spot check for cleanliness around the toilet and the adjacent wall.
- **Never use cloths that were used to clean the bathroom on any other surface in the guest room.**

Products and Tools



3.2 Replenish Bathroom Supplies and Towels



REPLENISH BATHROOM TOILETRIES AND AMENITIES:

- Replace all used bathroom amenities.
- Arrange the toiletries neatly, with the labels facing forwards.



REPLENISH TISSUES:

- Check and restock the tissue containers.
- If the container is almost empty, replace the box with a full one.



REPLENISH TOILET PAPER:

- Replace the roll on the holder with a new one if it is more than half-used.
- Fold the final sheet into a triangle.
- Leave one full spare roll of toilet paper in addition to the roll on the holder.



TOWELS:

- Restock and arrange the towels neatly on the shelves or towel racks according to brand standards.
- Check for any soiled, worn, damaged, frayed, or stained towels. **These should be permanently removed from service.**



COFFEE MAKER (IF LOCATED IN THE BATHROOM):

- Replenish the supplies.

3.3 Clean the Bathroom Floor



USE THE EXTENDABLE POLE AND FLOOR CLEANING ATTACHMENT TO CLEAN THE FLOOR.



BRUSH OR WIPE BASEBOARDS, TILE EDGES, AND CORNERS TO REMOVE DIRT.



SPRAY MULTI SURFACE DISINFECTANT AND CLEANER ON THE FLOOR.



CLEAN THE FLOOR, WORKING FROM THE FURTHEST CORNER OF THE BATHROOM BACK TOWARDS THE DOOR, MOVING DIAGONALLY ACROSS THE FLOOR.

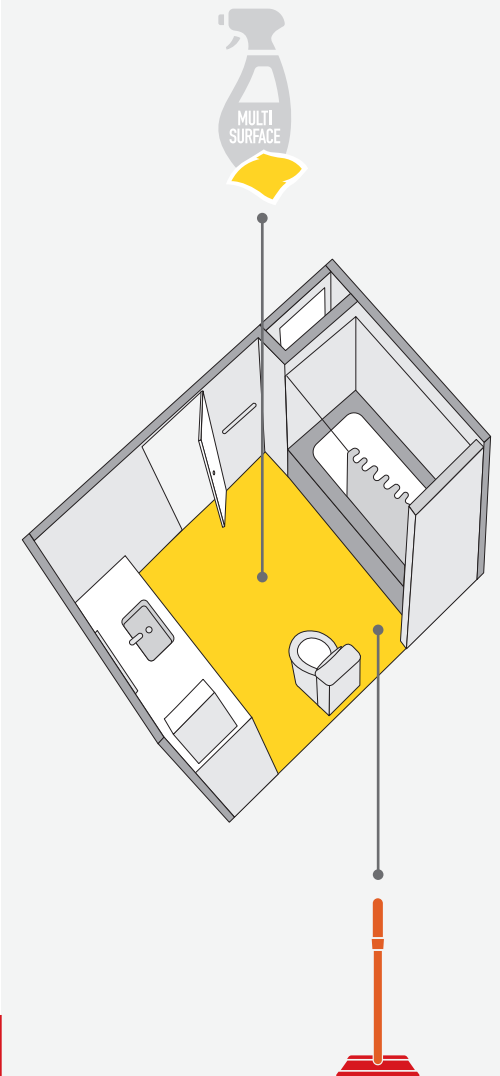


CLEAN BEHIND AND AROUND THE BASE OF THE TOILET, UNDERNEATH THE SINK, AND BEHIND THE BATHROOM DOOR.



ALLOW THE FLOOR TO AIR DRY. MOVE ON TO CLEAN THE SLEEPING ROOM.


Products and Tools



REMEMBER

Make sure that you allow time for the floor to dry before entering the bathroom again. **Take care and always follow safe working practices to avoid slips and falls.**

3.4 Clean the Sleeping Room

 A clean **yellow microfiber** should be used with the multi surface disinfectant and cleaner to clean all the dry surfaces in the sleeping room. **Spray the multi surface disinfectant and cleaner** sparingly onto the microfiber cloth to dampen it. As you clean moving clockwise around the sleeping room, ensure that everything is in good working condition. Please note, room layouts may differ which may cause some of the items to be cleaned at a different time than what is described in the operating procedure.





WALL AND SWITCHES:

-  Clean the walls, light switches, and check for fingerprints.









ARMOIRE, DRESSER, CHEST OF DRAWERS, AND DESK:

-  Clean the surfaces, shelves, handles or knobs, and the inside of the drawers.
-  Check underneath the bottom drawer for debris and any items that may have fallen.







HVAC OR PTAC:

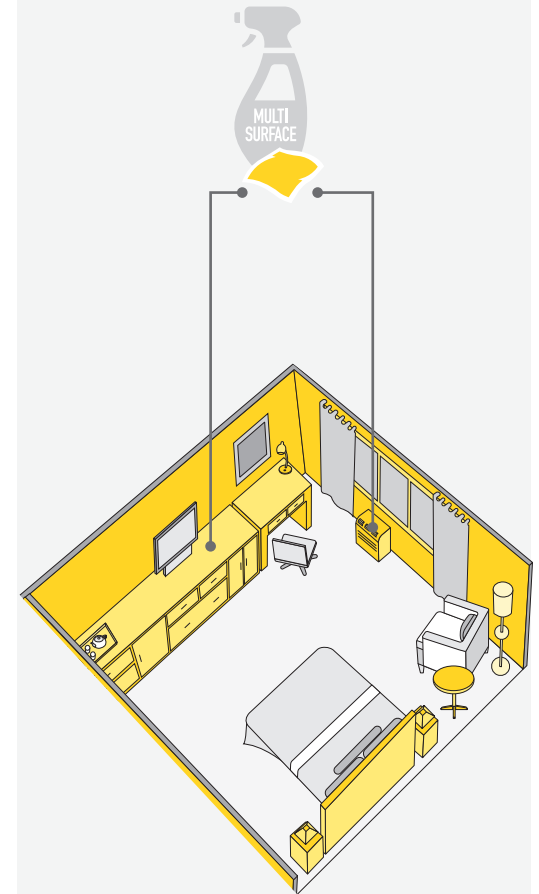
-  Tap the vent lightly to release dust.
-  Clean the ledges and the unit.
-  Clean the controls, making sure that they are free of finger marks.
-  Turn on the unit to make sure that it works correctly and quietly.
-  Check the unit to ensure that nothing is obstructing the vents.
-  Set the correct temperature – follow your hotel's standard.



REFRIGERATOR AND MICROWAVE – IF PROVIDED:

-  Clean exterior and interior of the refrigerator.
-  Check freezer section to ensure it is clean and free of ice buildup.
-  Clean exterior and interior of the microwave.
-  Check the clock and ensure it is set to the correct time.

Products and Tools





CHECK AND CLEAN THE CLOSET:

- Clean the door, shelves, rails, drawers and hinges.



CHECK THAT ALL EQUIPMENT AND COLLATERAL REQUIRED IN THE CLOSET ARE IN PLACE, IN WORKING ORDER, AND CLEAN:

- Check that the correct number of hangers of each type is in place and replace if required.
- Check the condition and contents of the zippered bag, and plastic storage bag for extra pillows and linens (where provided on the closet shelf).
- Make sure that a laundry bag and list are in place.
- Check that the luggage rack is clean and in place.
- Clean the inside and outside of the safe, and test the lock to ensure that it is working.



LAMPS AND LAMPSHADES:

- Tap lampshades lightly to release dust.
- Tighten the top of the lampshades.
- Dust and clean from the top down including any cords and switches.
- Turn the lampshades so that the seams are facing the back and the shades are level and in good condition.



BED HEADBOARD:

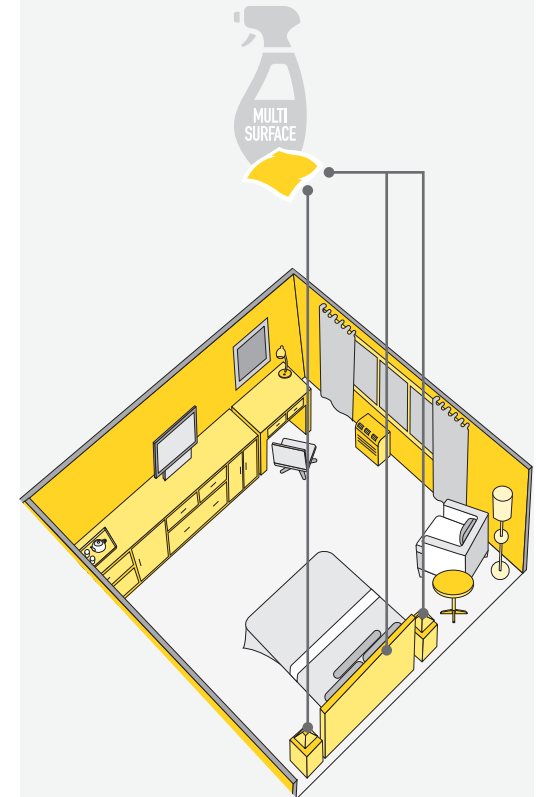
- Dust and clean the top, the sides, and any fittings and nightlights.
- Wipe down and clean any fingerprints, grease, or oil marks.



REMEMBER

Properly placed lampshades drive the perception that the room is clean and everything is in its place.

Products and Tools





NIGHTSTANDS, AND SIDE TABLES:

- Remove collateral.
- Dust and clean the wall around the nightstand.
- Dust and clean any and all electrical cords.
- ☞ Dust and clean all surfaces, including the tops, sides, legs, and the inside drawers or shelves.



CLOCK RADIO ALARM, DOCKING STATION, SOUND SYSTEM OR SIMILAR:

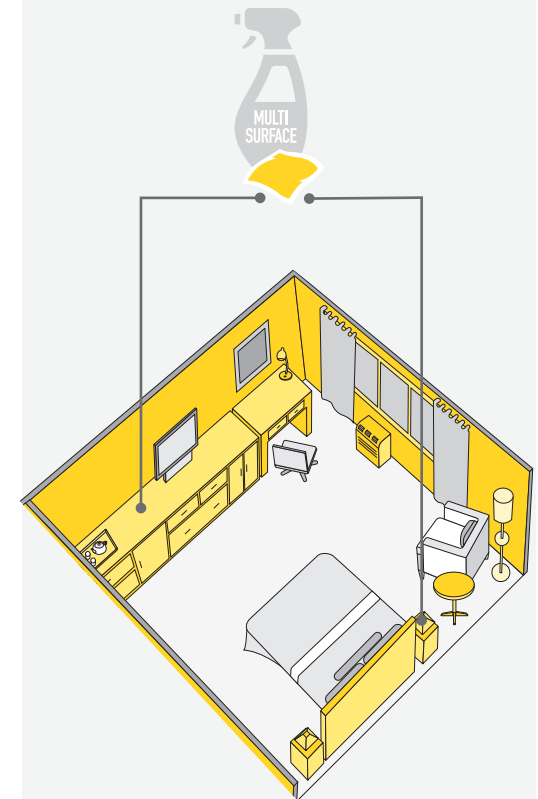
- Check that the alarms are set to 'off' in all check-out rooms.
- Turn on and test the radio to make sure that the sound is clear, audible, and without static.
- Leave the radio tuned to an appropriate station designated by your hotel.
- Ensure the clock is set to the correct time.
- ☞ Clean the unit, especially frequently touched areas such as buttons or knobs, and the electrical cord.



TELEPHONES:

- Lift the handset and check for a clear dial tone.
- Replace the handset, ensuring that the cords are neatly presented, and not twisted or knotted.
- ☞ Clean, paying special attention to the mouthpiece and earpiece.
- ☞ Wipe the faceplate, checking that it is securely fastened and displays the correct room number.
- ☞ Wipe off any lipstick, grease, or other stains, as well as any odor from a guest's perfume or cologne, etc.
- Check that the telephone information card is in place and in good condition.

Products and Tools



Make sure that the alarms are set to 'off' in all check-out rooms to ensure that the alarm is not set from a previous guest.



TELEVISION AND REMOTE CONTROL:

- Dust and clean the TV and surrounds, taking caution around the cables.
- Clean the remote control thoroughly.
- Turn the TV on and ensure that the TV and remote control are working correctly. Replace remote batteries if necessary.



COLLATERAL:

- Check that the standard brand marketing and in-room guest information materials are in the correct place, and free from stains and marks.
- Ensure that collateral is as good as new and, if in doubt, replace it.
- Check that all pens work, and replace pens and notepads as needed.



IRON:

- Make sure that the iron water receptacle is empty.
- Check that the ironing board is in its proper place.
- Wipe the handle of the iron and cord.
- Check the ironing board cover – if it is dirty, replace it with a clean one.
- Fold the cord neatly and return the iron to its normal storage place.



COFFEE AND TEA FACILITY:

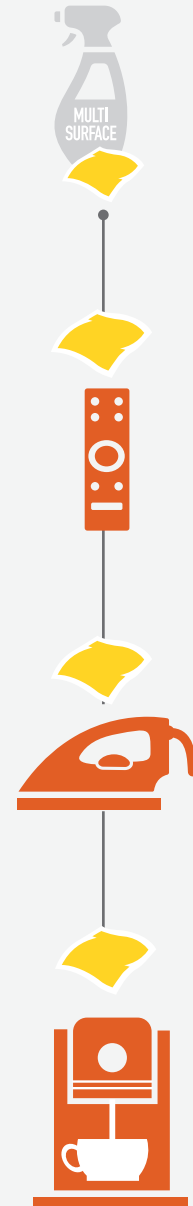
- Wipe down and clean the coffee or tea maker exterior and switches.
- Follow the coffee maker manufacturer's cleaning instructions.



CLEAN OUTER SURFACE OF THE HAIR DRYER

- Turn it on and test that the hair dryer works.
- Return to its normal storage place and ensure that the electrical cable is rolled up neatly.
- Wipe to remove fingerprints, stray hairs and hairspray build-up.

Products and Tools





CHAIRS, DESK CHAIR, SOFAS, AND SOFA BEDS (WHERE PROVIDED):

- Check that the desk chair is operating correctly.
- Remove the chair and sofa cushions to clean debris that may have fallen down the sides.
- ★ ■ Check that the upholstery and cushions are spot-free and in good condition.
- Pull out the sofa bed, and check for cleanliness of the bed and mattress pad. Remove any fabric stains.
- Remember not to make the sofa bed unless it is required by your hotel or brand.



MIRRORS AND ARTWORK:

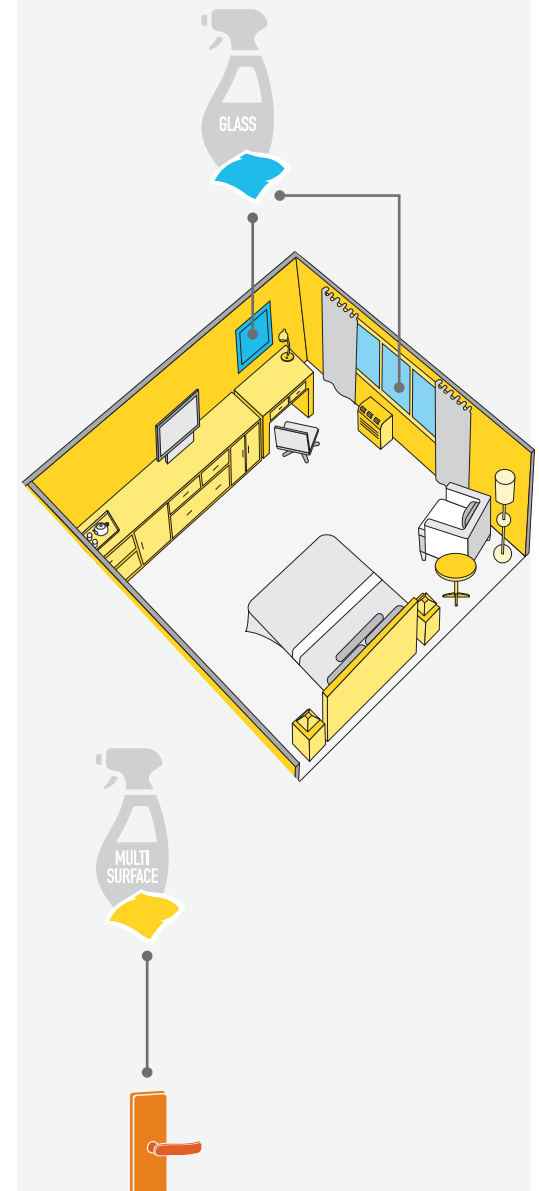
- Clean mirrors and artwork.
- Clean the front, sides, and frames.
- Clean any full-length mirrors.
- Make sure that the mirrors and glass frames are free of spots and streaks.



DOORS AND DOOR LOCKS:

- Open the entry door and wipe the hinges.
- ★ ■ Clean the door front and back, handles, fixtures, and all signage on both sides to remove marks or smudges.
- Clean the door frame and threshold.
- ★ ■ Clean the door viewer and make sure that the lens is not blocked or turned backwards.
- Check that any brand-required door hangers are in place and free of marks and smudges.
- Check between any connecting doors for debris, then wipe down, and re-lock.

Products and Tools





WINDOWS, LEDGES, AND FRAMES:

- Clean the window ledges and frames, removing dust and cobwebs.
- Spot clean windows, and ensure that they are free of marks and smears.



UPHOLSTERY, FLOORS, WALLS, AND DOORS:

- Spot clean where feasible.
- For tough stains, report to the Maintenance department, following your hotel's procedures.



BALCONIES OR ANY OUTSIDE SPACES:


- Clean the area and check particularly for insects, cobwebs, and dirt build-up on furniture and railings.
- Check the condition of the furniture and lighting.


Products and Tools



3.5 Clean the Living Area (where provided)

Cleaning the living area follows a very similar approach to cleaning the sleeping room.

 The **yellow microfiber cloth** should be used with the multi surface disinfectant and cleaner to clean all the dry surfaces in the living area. Spray the multi surface disinfectant and cleaner sparingly onto the microfiber cloth to dampen it. As you clean the living area, ensure everything is in working condition.

 USING THE DUSTER WITH THE EXTENDABLE POLE, DUST ALL SURFACES THAT STILL SHOW SIGNS OF DUST.



WALLS AND SWITCHES:


 Clean the walls, light switches, and check for fingerprints.



HVAC OR PTAC:

■ Tap the vent lightly to release dust.

■ Clean the ledges and the unit.

 Clean the controls, making sure that they are free of finger marks.

■ Turn on the unit to make sure that it works correctly and quietly.

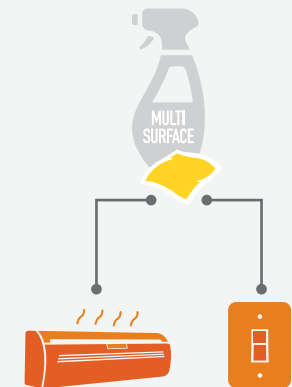
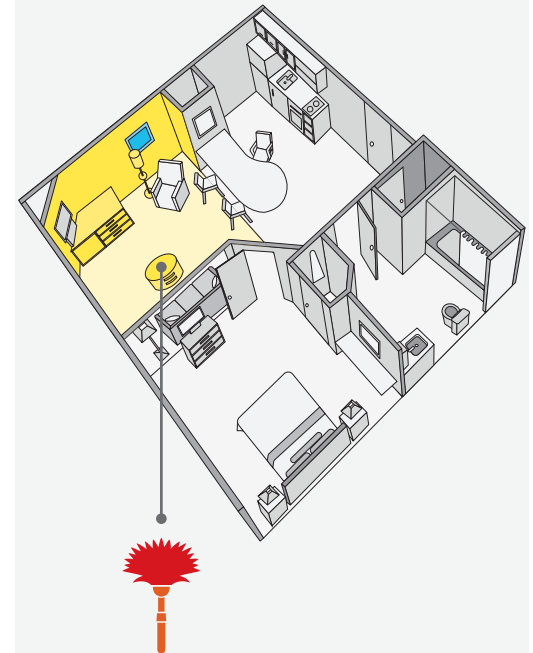
■ Set the correct temperature, following your hotel's standard.



REMEMBER

When cleaning the living area, it is a good idea to work clockwise around the room, working from top to bottom, and back to front.

Products and Tools





CLOSET, DRESSER AND CHEST OF DRAWERS:



■ Clean the surfaces, shelves, handles, or knobs and the inside of the drawers.

■ Clean inside the closet, checking that the right amount of hangers are supplied and standard contents are clean and working.

■ Check underneath the bottom drawer for debris and any items that may have fallen.



LAMPS AND LAMPSHADES:

■ Tap lampshades lightly to release dust.

■ Dust and clean from the top down, including any cords and switches.



■ Turn the lampshades so that the seams are facing the back and the shades are level and in good condition.



CLOCK RADIO ALARM, DOCKING STATION, SOUND SYSTEM OR SIMILAR:

■ Check that the alarms are set to 'off' in all check-out rooms.

■ Turn on and test the radio to make sure that the sound is clear, audible, and without static.

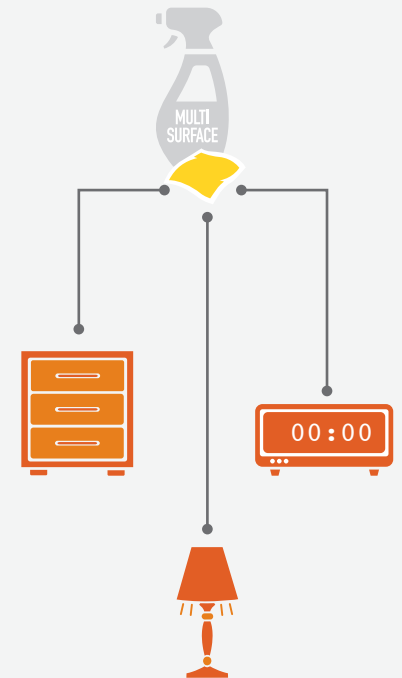
■ Leave the radio tuned to an appropriate station, designated by your hotel.

■ Ensure the clock is set to the correct time.



■ Clean the unit, especially frequently touched areas, such as buttons or knobs, and the electrical cord.

Products and Tools



REMEMBER

Make sure that the alarms are set to 'off' in all check-out rooms to ensure that the alarm is not set from a previous guest.



TELEPHONES:

- Lift the handset and check for a clear dial tone.
- Replace the handset, ensuring that the cords are neatly presented, and not twisted or knotted.
- ☞ ■ Clean, paying special attention to the mouthpiece and earpiece.
- ☞ ■ Wipe the faceplate, checking that it is securely fastened and displays the correct room number.
- ☞ ■ Wipe off any lipstick, grease, or other stains, as well as odors from a guest's perfume or cologne, etc.
- Check that the telephone information card is in place and in good condition.



TELEVISION AND REMOTE CONTROL:

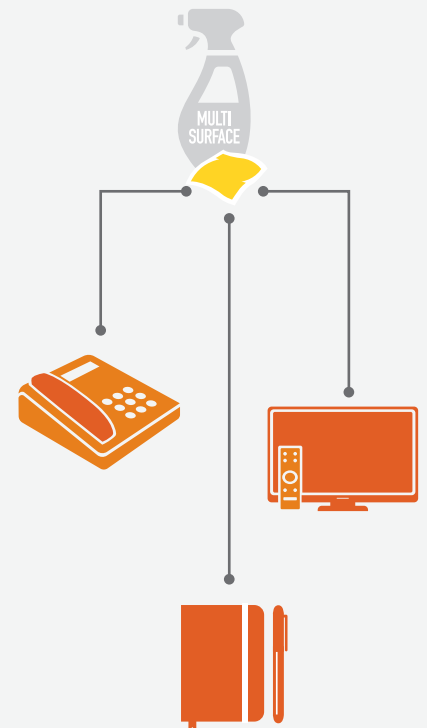
- Dust the TV and surrounds, taking caution around the cables.
- ☞ ■ Clean the remote control thoroughly.
- ☛ ■ Turn the TV on and ensure that the TV and remote control are working correctly. Replace remote batteries if necessary.



COLLATERAL:


- Check that the standard brand marketing and in-room guest information materials are in the correct place, free from stains and marks.
- Check that all pens work, and replace pens and notepads as needed.
- Ensure that collateral is as good as new and, if in doubt, replace it.

Products and Tools






COFFEE AND TEA FACILITY:

-  Wipe down and clean the coffee or tea maker exterior and switches.
- Follow the coffee maker manufacturer's cleaning instructions.



CHAIRS, DESK CHAIR, SOFAS, AND SOFA BEDS (WHERE PROVIDED):

- Check that the desk chair is operating correctly.
- Remove the chair and sofa cushions to clean debris that may have fallen down the sides.
-  ■ Check that the upholstery and cushions are spot-free and in good condition.
- Pull out the sofa bed, and check for cleanliness of the bed and mattress pad.
- Remember not to make the sofa bed unless it is required by your hotel or brand.





MIRRORS AND ARTWORK:

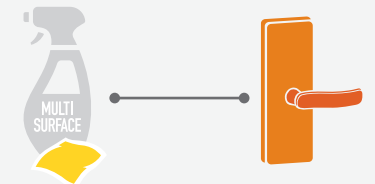
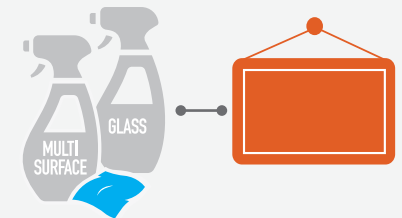
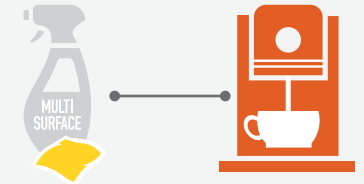
- Clean mirrors and artwork.
- Clean the front, sides, and frames.
- Clean any full-length mirrors.
- Make sure that the mirrors and glass frames are free of spots and streaks.



DOORS AND DOOR LOCKS:

- Open the entry door and wipe the hinges.
-  ■ Clean the door front and back, handles, fixtures, and all signage on both sides to remove marks or smudges.
- Clean the door frame and threshold.
-  ■ Clean the door viewer and make sure the lens is not blocked or turned backwards.
- Check that any brand required door hangers are in place and free of marks and smudges.
- Check between any connecting doors for debris, then wipe down, and re-lock.

Products and Tools





WINDOWS, LEDGES, AND FRAMES:

- Clean the window ledges and frames, removing dust and cobwebs.
- Spot clean windows, and ensure that they are free of marks and smears.



UPHOLSTERY, FLOORS, WALLS, AND DOORS:

- Spot clean where feasible.
- For tough stains, report to the Maintenance department, following your hotel's procedures.



BALCONIES OR ANY OUTSIDE SPACES:



- Clean the area and check particularly for insects, cobwebs, and dirt build-up on furniture and railings.
- Check the condition of the furniture and lighting.

Products and Tools




3.6 Clean the Kitchen (where provided)

Cleaning the kitchen follows a very similar approach to cleaning other areas of the room.

-  The **yellow microfiber cloth** should be used with the multi surface disinfectant and cleaner to clean all the dry surfaces in the kitchen that cannot be, or do not need to be, rinsed.
-  The **blue microfiber cloth** should be used with the glass cleaner or multi purpose disinfectant and cleaner to clean any windows, glass, or mirrors that cannot be, or do not need to be, rinsed. If surfaces require pre-treating, then follow the pre-treating requirements outlined in the cleaning instructions. As you clean the kitchen, ensure everything is in good working condition.



CLEAN THE PANTRY:

- Clean the dry surfaces of the pantry.
-  ■ Open all the pantry doors and clean inside, including all shelving, then close and wipe the outside of the doors.



CLEAN THE CUPBOARDS AND CABINETS:

- Open any cupboards and cabinets, and remove all items to check for cleanliness.
- Clean inside the cupboards and wipe off all the shelves, then close and wipe the outside.



REMEMBER

When cleaning the kitchen, it is a good idea to work from one end to the other – top to bottom, and back to front.

Products and Tools





CLEAN THE MICROWAVE:

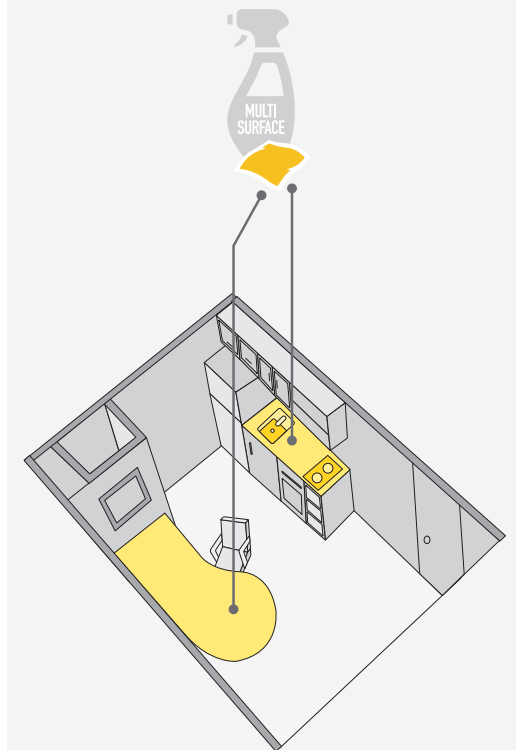
- Clean inside the microwave, including the door and seals.
- Close the door and clean the outside of the microwave.
- Clean any grease from under and on top of the microwave.
- Check that the nightlight and timer are working, and set the clock appropriately.



CLEAN THE COFFEE MAKER AND COUNTERTOPS:

- If the coffee maker uses single-use disposable coffee pods, or filters, then clean following the coffee maker manufacturer's cleaning instructions.
- If the coffee maker requires a coffee pot, then follow your local, municipal, or county regulations for proper cleaning and sanitation of a used coffee pot.
- 👉 ■ Wipe down the coffee maker exterior and switches.
- Wipe down the countertop, including the backsplash and electrical outlets.

Products and Tools






REMEMBER

Use a step stool to dust and clean the higher places.





CLEAN THE REFRIGERATOR:

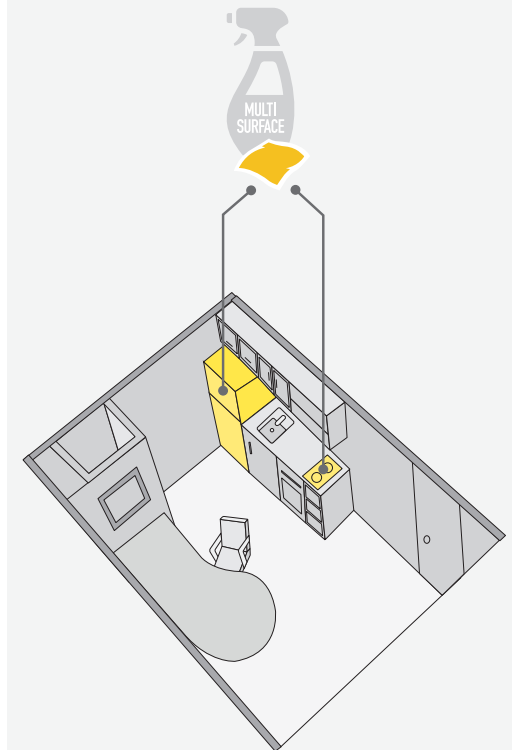
-  ■ Wipe down the top of the refrigerator, working back to front.
 - Open the freezer and ensure that the ice maker is turned off. The lever should be up or the button should be switched off.
 - Remove the ice bin, dump the ice, and replace the bin.
 - Clean inside the freezer and under the grill area.
 - Clean the freezer door seal. Clean the inside of the freezer door and clean all shelves from top to bottom.
 - Clean the top of the refrigerator door.
-  ■ Clean the freezer door handle.
 - Clean inside the refrigerator from top to bottom, including all sides, racks, and ledges.
 - Clean the top of the crisper drawers. Open the drawers and clean inside. Lift the drawer unit and clean under the drawers.
 - Clean the refrigerator door and seals.
 - Clean the inside of the refrigerator doors from top to bottom, including all the shelves, and butter cubby.
-  ■ Close the refrigerator door and wipe the entire outside of the refrigerator, from top to bottom, including the sides and the handle.



CLEAN THE STOVE AND OVEN (IF PROVIDED):

- Make sure that the stove is switched off.
-  ■ Clean the top of the stove and inside the oven. If heavily soiled, a non-caustic degreaser can be used with a separate, clean **yellow microfiber cloth**.
-  ■ Clean the knobs, burners, and drip pans from the stove. These will have been removed during **Step 2: Service**.
 - Replace the knobs, burners, and drip pans from the stove.
 - Reassemble the stove top.

Products and Tools





CLEAN THE CABINET UNDER THE SINK:

- Open the cabinet and clean inside, paying special attention for splash marks near the waste bin.
- Close the cabinet and clean the outside.



EMPTY AND CLEAN THE DISHWASHER:

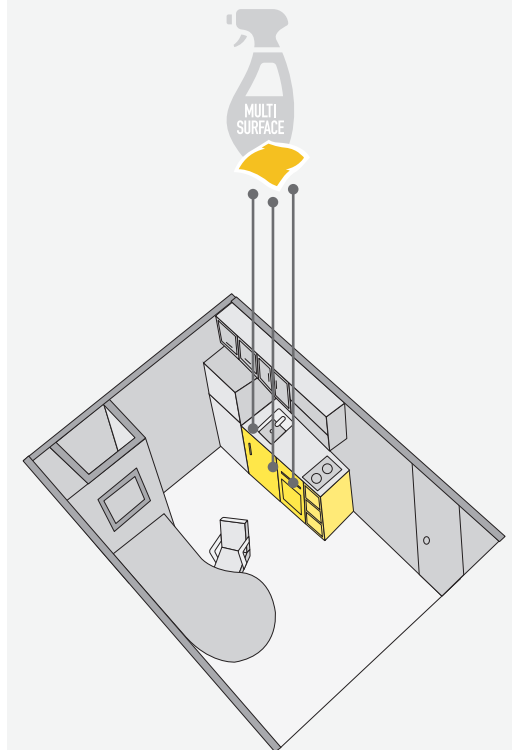
- Open the dishwasher and ensure that all dishes are clean.
- Empty the dishwasher.
- Dry all the dishes, pots, pans, glassware, and silverware to a shine using a **clean blue microfiber cloth**.
- Restock the cabinets and double check to make sure that the glasses and cups are free from finger marks.
- Wipe down the inside of the dishwasher and make sure to remove all food scraps. Clean around the seal and the border.
- Close the dishwasher and clean the outside.



CLEANING THE CABINET DRAWERS:

- Open the first drawer and ensure that all the silverware and utensils are spotless.
- Lift the silverware tray and clean inside the drawer.
- Check the placement of the utensils according to your hotel's standard.
- Close and wipe the outside.
- Follow the same process for the rest of the drawers.

Products and Tools





CLEAN THE SINK:

- Clean and rinse the sink, drain trap, handles, and all fixtures.
- Pay special attention to the rubber ring and stopper leading to the disposal to ensure it is in good condition.
- Dry and buff the chrome, if needed.

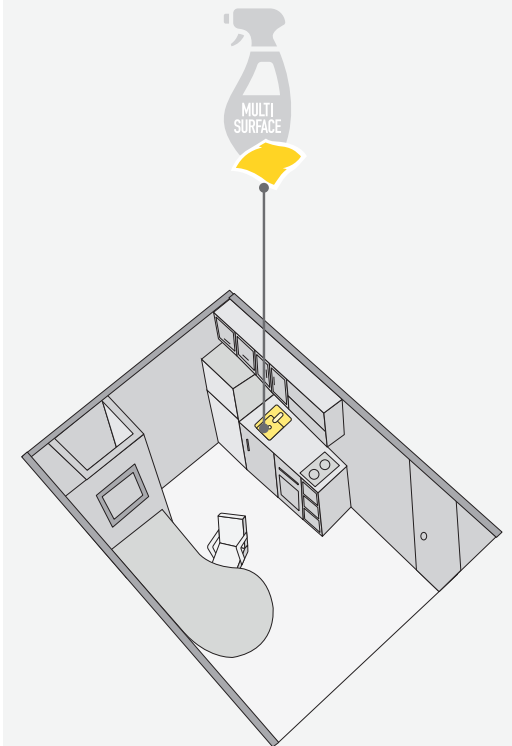


FILL ALL AMENITIES ACCORDING TO YOUR HOTEL'S STANDARDS.



WIPE DOWN AND CLEAN ALL THE APPLIANCES AND PLACE THEM BACK IN THEIR CORRECT LOCATIONS.

Products and Tools





Step 4: Stage

Step 4: Stage is an opportunity for your team to 'set the scene' for the new guest. It is during this time that they will make sure that everything looks 'like new', is organized, and is in its place. This will ensure that the room looks and feels clean, fresh and inviting.

WHAT HAPPENS IN THIS STEP?

Our guests know what to expect when staying in our rooms, so it's important we replenish all supplies correctly, ensuring that they enjoy a consistent experience. Also, the bed is the focal point of the room. Keeping this in mind, it is

critical that the bed is clean, free from hair, comfortable, and well presented. Guests will use all of their senses when considering the cleanliness of their room. So, make sure that the room looks and smells fresh and clean.



HIGH TOUCH AREAS



KEY VALUE DRIVERS



Keep the High Touch Areas and Key Value Drivers shown above top of mind during **Step 4: Stage**.

4.1 Replenish Supplies



GLASSWARE AND COFFEE OR TEA FACILITY:

- Replenish the facility with clean glasses, mugs, and spoons or stirrers that were cleaned in a dishwasher.
- Restock coffee supplies, etc.
- ★ ■ Make sure that the glasses and cups are free from finger marks.

4.2 Make the Bed



LINEN:

- Collect a full set of clean linen from the cart.
- Place the clean linen on a chair to avoid it getting dirty.

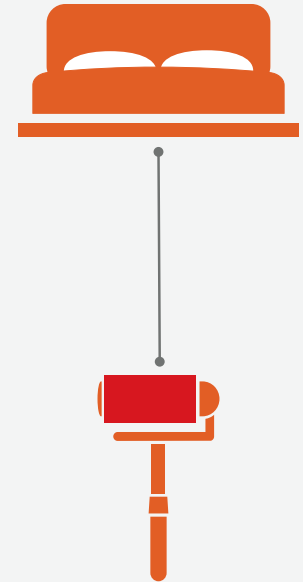
MATTRESS PAD:

- Spread out the mattress pad over the mattress, making sure that it lines up with the mattress at the edges.
- ★ ■ Use a hair removal device, such as a lint roller, to remove any visible stray hairs on the mattress pad.
- Smooth out any wrinkles or lumps.

BASE OR FITTED SHEET:

- Secure the base sheet over the mattress pad so that the sheet is snug and flat.
- ★ ■ Ensure that the sheet is the right side up, and free from stains, lint, and hairs.

Products and Tools



REMEMBER

It is recommended that linen sets, by bed type, are packaged for all rooms at the start of the shift, to minimize journeys to collect linen.



IF YOUR HOTEL USES BLANKETS OR DUVETS WITH A TOP AND BOTTOM SHEET:

- Place one of the flat sheets on the bed, wrong side up.
- Spread the cotton blanket or duvet out on top of the sheet.
- Spread the second flat sheet right side up.
- Tuck in both the flat sheets and the cotton blanket or duvet.
- Prepare the bed according to brand standards.
- ★ ■ Ensure that the sheet is free from stains, lint, and hairs.



IF YOUR HOTEL USES DUVETS WITH DUVET COVERS:

- Fit the duvet cover neatly to the duvet, ensuring the corners and edges meet properly.
- Fasten all the clasps correctly.
- Place the duvet evenly on the bed.
- Smooth out all creases and wrinkles.
- Prepare the bed according to brand standards.
- ★ ■ Ensure that the duvet and covers are free from stains, lint, and hairs.



PILLOWS:

- Insert the pillows with pillow protectors inside the clean pillowcases.
- Pull the flap over to cover the pillow.
- Pull out the corners to make a crisp rectangle shape.
- Arrange pillows neatly and to your brand's bedding standard.
- ★ ■ Ensure that the pillows are free from stains, lint, and hairs.
- If pillows feel flat or lumpy, it is probably time to replace. Conduct a test by folding in half. Any pillow that does not spring back into shape when folded should be removed from circulation and replaced with a new pillow.

Arrange throws or covers and cushions according to your hotel's standard.

Check that the overall look of the bed meets your brand's bedding standard.

If a sofa bed is available in the room, ensure that the correct stock of linens and pillows is stored neatly in a zippered bag.

Products and Tools



4.3 Clean the Floors



CLEAN THE SLEEPING ROOM FLOOR:

- Brush or wipe the baseboards and corners to remove dirt.
- Begin vacuuming carpets at the furthest corner of the room, working back towards the door.
- Use attachments to vacuum the curtains as needed (at least weekly).
- Check that the windows are locked, and reposition the curtains, sheers and blackouts.
- Vacuum all exposed areas of the carpet, including under the bed skirt, chairs and table, behind doors, and in the wardrobe area.
- Use attachments to vacuum the chairs and sofas, any fabric headboards, any carpeted walls, corners and other hard to reach areas.
- Use attachments to vacuum between the bed and nightstand where dust, crumbs, and other debris are often overlooked.
- If needed, clean the inside of the waste bin using the yellow microfiber cloth and multi surface disinfectant.
- Reposition the clean waste bin with a new liner.



BATHROOM FLOOR:

- Vacuum or use a lint or hair removing tool on the dry floor, as a precaution, to remove any dirt, lint, or hair.
- If needed, clean the inside of the waste bin using the yellow microfiber cloth and multi surface disinfectant.
- Reposition the clean waste bin.

4.4 Finishing Touches

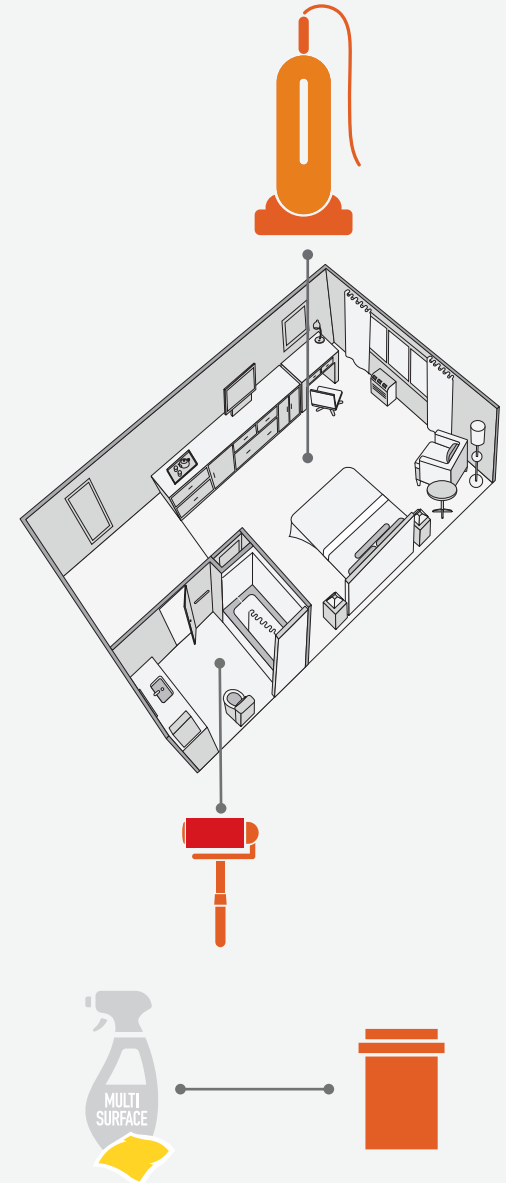


CHECK THAT THE SETTING OF THE HEATING, VENTILATION, AND AIR CONDITIONER UNIT IS CORRECT AND COMFORTABLE, FOLLOWING YOUR HOTEL'S STANDARD.



SPRAY ODOR NEUTRALIZER IN THE AIR.

Products and Tools





Step 5: Self Inspect

This is a critical step in the IHG® Way of Clean 5-S Process.

Once your team has completed the first four steps, it is vital that they check the work that they have done. Your team should go through the room once more and check if there is anything that they have missed. They should ask themselves: 'Am I proud of what I have achieved?' and 'Would the guest be pleased to enter the room I have just serviced?'.

WHAT HAPPENS IN THIS STEP?

It is important to remember that your team's last look at the room will be the guest's first impression, let's make it count. By being prompt in updating the room status, as well as, resolving any maintenance issues, your team is playing their part in ensuring that the guest gets a perfect room which is ready on time. Lastly, preparing the cart and equipment for the next day will save time in the morning and make your team's job easier at the busiest part of the day.



HIGH TOUCH AREAS



KEY VALUE DRIVERS



All of the High Touch Areas and Key Value Drivers shown above should be top of mind during **Step 5: Self-Inspect**.

5.1 Check Your Work

TAKE A FINAL LOOK AT THE ROOM TO MAKE SURE THAT THE STAGE IS SET FOR THE ARRIVING GUEST.

IMAGINE YOURSELF AS THE GUEST, LOOKING AT THE ROOM THROUGH THE GUEST'S EYES.

VISUALLY INSPECT THE ROOM WITH YOUR BACK AGAINST THE WALL SCANNING UP AND DOWN MOVING AROUND THE ROOM.



ASK YOURSELF:

- Is everything in its place?
- Does everything look 'like new'?
- Is the room as clean as possible?
- Would I be happy checking into this room?

CORRECT OR COMPLETE ANY CLEANING OR PLACEMENT THAT MAY HAVE BEEN MISSED.



CHECK THE HIGH TOUCH AREAS:



Switches – lights, lamps, coffee maker



Handles – doors, closets, drawers



Bathroom handles – toilet flush, shower control, sink faucets



Toilet and back or splash wall



Remote controls



HVAC or PTAC control panel



Telephones – handset and dial pad



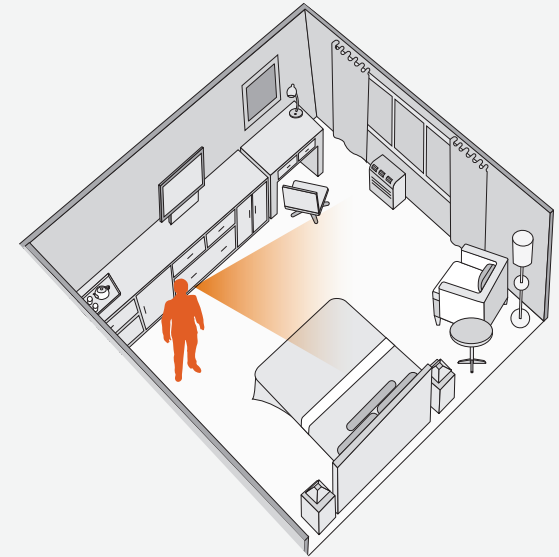
Bedside tables



Curtains, sheers, blackout drapes and pull cords



Carpets – specifically in pet friendly locations



CHECK THE KEY VALUE DRIVERS:



Door and lock operate fully



HVAC or PTAC is clean and working



Carpet or floor is free of stains



Upholstery is stain-free



Lampshades are straightened; all light bulbs work



No hair is on bed, pillows, bathroom floor, sink, tub or shower



TV operates; remote is clean and working



Kitchen is clean and staged properly; appliances operate



REMEMBER

Optional step – based on your hotel's discretion. Use the black light to spot check any of the **High Touch Areas** (identify areas to check based on your hotel's cleanliness scores and guest reviews).



5.2 Finish Up



TURN OFF ANY LIGHTS.



REMOVE HOUSEKEEPING ITEMS WHEN LEAVING THE ROOM AND PLACE ALL USED MICROFIBER CLOTHS IN THE MESH BAG FOR LAUNDERING.



OPEN THE DOOR HALFWAY, AND LET IT CLOSE BY ITSELF TO TEST THAT IT COMPLETELY SHUTS AND LOCKS. IF IT SLAMS SHUT, REPORT TO MAINTENANCE.



TEST THAT THE DOOR IS LOCKED BY PUSHING LIGHTLY ON THE DOOR TO MAKE SURE THAT IT DOES NOT RE-OPEN.



UPDATE THE STATUS OF THE ROOM SO THAT THE ROOM CAN BE MADE AVAILABLE FOR CHECK-IN AS SOON AS POSSIBLE, OR FOLLOW YOUR HOTEL'S PROCEDURES.



REPORT ANY ITEMS NEEDING REPAIR TO THE MAINTENANCE DEPARTMENT, FOLLOWING YOUR HOTEL'S PROCEDURES.



IF PROVIDED, REMOVE THE 'YOUR ROOM IS BEING SERVICED' SIGN OR SIMILAR FROM THE OUTSIDE OF THE GUEST ROOM DOOR.

5.3 End of Shift: Stock and Organize Your Cart



CHECK THAT THE CART HAS SUFFICIENT SUPPLIES OF ALL CLEANING PRODUCTS AND TOOLS.



CHECK THAT THE CLEANING PRODUCT DISPENSERS ARE SECURELY CLOSED.



REPLENISH THE CART WITH THE APPROPRIATE AMOUNT OF SUPPLIES AND AMENITIES TO SERVICE ONE DAY OF CLEANING ROOMS.



REMOVE ANY DEBRIS AND CLUTTER, AND WIPE DOWN THE CART.



MAKE SURE THAT THE CART IS NEATLY AND PROFESSIONALLY PRESENTED, AND READY TO GO INTO GUEST CORRIDORS.



CHECK THAT THE VACUUM IS FUNCTIONING AND REPLACE THE BAG IF NEEDED. RETURN THE VACUUM TO ITS STORAGE PLACE, WITH THE CORD PROPERLY COILED.



**The
IHG® Way of Clean
5-S Process
is complete!**



