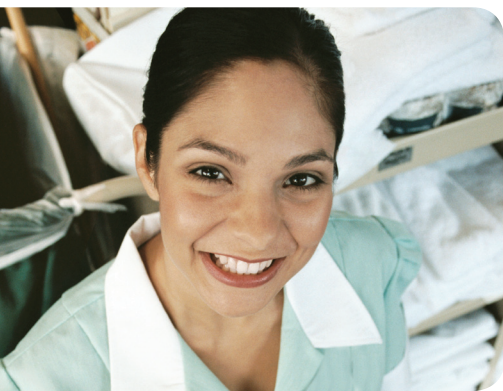




Housekeeping and Maintenance Operations Guide



Programs and Practices to Assist Best Western Properties in
Leading the Industry in Superior Customer Care





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Providing Quality

No matter whom you talk to, or what study you read, the number one concern and expectation of every guest deals with the condition of the guestroom and property. In order to provide your guests with a product they expect and deserve, a systematic approach to cleaning and maintaining the property is required. Along with a cohesive working relationship between your housekeeping and maintenance departments, these systems will enable you to provide your guests with clean, well maintained and functional accommodations.

The condition of your property is more than a housekeeping and maintenance issue. Although it is true that the better the condition of the property, the higher your Quality Assurance Assessment scores will be, the condition of your property is a guest relations and guest service issue as well. Accommodation complaints account for approximately 24% of the total complaints received by the Customer Service department at Best Western International.

In addition, studies have clearly shown that the cleaner and better maintained a property is, the higher the average daily rate and occupancy will be. A recent Best Western review of properties with high Medallia ratings for levels of cleanliness and maintenance, show a higher RevPar and occupancy than a low scoring property in those categories. So the higher the quality experience is for the guest, the more money they are willing to pay!

...studies have clearly shown that the cleaner and better maintained a property is, the higher the average daily rate and occupancy will be.

This booklet focuses on Housekeeping and Maintenance. In each section, there are embedded documents to assist you and your properties to implement and track these activities. Proper implementation and consistent application of these programs will help to assist your property attain higher levels of cleanliness and maintenance, which will directly lead to:

- Higher guest satisfaction
- Lower customer complaints
- Higher QA assessment scores
- More satisfied staff
- More efficient and productive operations
- Lower expenses
- More revenue





Suggested topics to cover in a Room Attendant's Orientation

Introduction

Please note these are suggested items and each individual hotel will need to customize these items to fit their individual hotel needs. This is not an exhaustive list but covers the basics of a housekeeping employee's orientation. Remember a well trained employee is more engaged, provides better customer service and is less likely to leave for another employer.

Policy and Procedures

- Uniform policy – where and what should the employee wear, address grooming, nametags...
- Scheduling – when and where is the schedule posted, what are the expected hours and shifts, how does the employee request off...
- Clocking in/out breaks etc. – where is the time clock, when and how do employees take lunch breaks...
- Emergency Procedures – Review all emergency procedures, remember this should not be the only time these items are reviewed; repetition is the key to effective emergency procedures...

General Orientation

- Complete hotel tour – Tour all front and back of the house areas, employee entrance, employee parking, maintenance shop...
- Hotel guest room tour – show all types of guest rooms explain their differences, a quiz on room types is a good idea
- Introduction to all staff – introduce the employee to everyone provide a roster of staff if possible
- Assign a buddy – assign someone as a resource for questions
- Employee Handbook

BWI University Courses

- IC100- I Care I Leadership Training
- BBT 101- Bed Bug Training
- SHARPS- Ecolab Hotel Sharps and Biohazard Training
- EI-HLO- Educational Institute Hotel Laundry Operations
- EI-HQGC Educational Institute Quality Guest Room Cleaning

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Suggested topics to cover in a Room Attendant's Orientation

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Job Duties

- Stocking a cart – proper supplies, techniques and where to find items
- Chemical usage – contact your chemical provider for tools on to use the chemical, a good idea for staff to retrain on this item at least once per year
- Proper safety techniques - ex. gloves, eye protection, proper lifting; again use your chemical provider or workman's comp insurance provider as a resource
- How to systematically clean a room - focus on cleaning the rooms the same way every time consistency is the key
- Proper supplies & collateral for the guestroom – where and how many of each individual items belong in each room type, a quiz for this section is a good idea, also provide employees with a list for their carts, remember consistency is the key
- Public areas – what are the duties and responsibilities for public area cleanliness
- Maintenance – what small items are the attendants responsibility ex. light bulbs, how does the attendant report more significant deficiencies
- Providing quality – if it is dirty, clean it, if it is broken, make sure it is repaired, empower the attendant to maintain the highest levels of cleanliness and guest satisfaction





Effective Training Techniques for training housekeeping and maintenance

Tell, Show, Do, and Review

The Tell, Show, Do, & Review structure provides a tremendously strong foundation for organizing instruction and assuring complete coherent delivery of the material. For most public speakers, it will not come as a surprise. It is based on the “tell people about it, show people how to do it, then have them do it” structure, but it goes a few steps further. You should incorporate other instructional strategies such as active learning, chunking, or cooperative learning when using this model.

This method can produce a number of benefits.

- It includes your audience in the game plan.
- It teaches a wide variety of learning styles.
- For longer exercises, the “tell” will help the minutia of long exercises fit into the big picture.
- It provides time for students to take notes and tie up loose ends of previous exercises.

Tell the student why this skill to be learned is important.

Discuss the following:

- What is it? What does it do?

Example: “The AutoCorrect feature fixes common misspellings as you type.”

Tip: Always give page number, handout title, section etc.

- Why would you use it? (What benefit does it offer the user?)

Example: “This feature saves you time and gives you more professional documents by immediately fixing your common typos.”

- Real-life example (a brief real-life scenario)

Example: “Assume you need to write a paper which uses the word ‘development’ several times. However, you always misspell it as ‘developmint’. The AutoCorrect feature changes it immediately to the correct spelling for you.”

- Overview - Give lesson objectives and guidelines. Make connections to prior learning.

Example: “We’ll create a new document, and purposely make some typos. The AutoCorrect feature will fix the typos for us.”

1 | Tell



2 | Show

Effective Training Techniques for training housekeeping and maintenance

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Show them how to do it.

- Talk about what you will do
- Provide a demonstration or application of the topic.
- Involve the students by asking questions and getting feedback.
- Have the learner explain the process or skill back to the trainer.

Example: "I will type the word 'the' incorrectly and AutoCorrect will fix the misspelling."

3 | Do

Do it with them.

- Walk the students through the task so that they have a guided opportunity to perform the task.
- Verify that they are doing it correctly.
- Incorporate other learner-centric instructional strategies such as active learning, chunking, or cooperative learning when using this step.

Example: "Let's try it out together."

- Let the students do it on their own to strengthen their confidence.
- Once again, incorporate other learner-centric instructional strategies such as active learning or cooperative learning when using this step.

Example: "Now your assignment is to..."

4 | Review

Review what you just told them.

- Review the practice exercise. What worked? Where did you have problems?
- Focus on the important points. Write them down on the board, use assessments (written or verbal), highlight information in material previously given out, and/or provide a summary handout.
- Provide honest feedback in terms of encouragement, constructive criticism, and additional comments.
- Review the objectives. Did we achieve our objectives?
- Wrap-up by reviewing the information shared in the first step—what, why and real-life example.



Housekeeping



Loading Housekeeping Cart, Pre-Cleaning Duties

Introduction

This shows the guest neat, clean care of linen; demonstrates orderly and professional housekeeping procedures; helps control inventory; ensures adequate supply of cleaning materials; and helps the employee to use time well.

The Room Attendant's Cart

1. Laundry bag for dirty linen
2. Soap
3. Matches
4. Drinking glasses
5. Facial tissue
6. Toilet tissue
7. Ashtrays
8. Toilet bowl mop
9. Light bulbs
10. Cleaning towels
11. Disposable laundry bags
12. Air freshener
13. Large sponge
14. All-purpose cleaner
15. Whisk broom
16. Shoe shine cloths
17. Furniture polish
18. Glass cleaner
19. Toilet bowl cleaner
20. Cleaning supply tray
21. Bath towels
22. Hand towels
23. Pillow cases
24. Vacuum cleaner
25. Hangers
26. Mattress pads
27. Bath mats
28. Wash clothes
29. Sheets
30. Trash bag with liner

Actions

1. Place mattress pads and sheets on bottom shelf.
 - 2 Mattress pads
 - Sheets for 8 rooms
 - Pillowcases for 8 rooms

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Loading Housekeeping Cart, Pre-Cleaning Duties

Actions

2. Place linens on middle shelf.
 - 8 Bath mats
 - 24 Bath towels
 - 24 Face towels
 - 24 Washcloths
3. Place room supplies on top shelf.
 - 4 Facial tissue boxes
 - 4 Toilet tissue rolls
 - 30 Clean glasses
 - 6 Ashtrays
 - 16 Books of matches
 - 8 Laundry and valet bags with lists attached
 - 6 Wooden hangers
 - 8 Large bars of soap
 - 12 Small bars of soap
 - 4 Light bulbs
4. Place cleaning supplies on top of cart.
 - 1 Spray bottle of light duty cleaner
 - 1 Spray bottle of mirror and glass cleaner
 - 1 Spray bottle of heavy duty (bathroom) cleaner
 - 1 Spray bottle of room freshener
 - 1 Large cleaning brush
 - 2 Sponges
 - 1 Toilet bowl brush
 - Multiple Cleaning rags
 - Rubber Gloves
 - Dust Mask
5. Place vacuum and sweeping supplies on side of cart.
 - Vacuum on right side
 - Garbage can on right side
 - Broom/Webster on right side
 - Soiled linen bag on left side
6. Obtain rooms assignment from Housekeeper.
7. Find out priority of rooms to be cleaned.
 - Find out which rooms have requested early make-up
 - Find out which rooms are check-outs
 - Find out which rooms are stay-overs



Entering the Guest Room

Introduction

This provides the guest appropriate courtesy, provides safety and privacy for guest, minimizes complaints to housekeeping, alleviates damage to door, helps adjust schedules as needed, and avoids surprising guest unnecessarily.

Actions

1. Check the rooms status.
2. Check for "Do Not Disturb" signs. Do not knock if sign is on door. Instead, notify your supervisor if the DND sign remains past 11 AM.
3. Announce presence.
 - Knock firmly with hand, not items which damage door
 - Announce purpose loudly, Say "Housekeeping" or appropriate department
 - Pause for guest response
4. (If guest answers knock) Say you will return later. "I'm sorry I disturbed you. I will return to clean the room later."
 - Report room's occupied status to supervisor
5. (If no answer) Enter room.
 - Unlock door with master key
 - Open door slowly
 - Announce self again while entering
 - Leave door open





Cleaning the Guest Room



Introduction

This provides a good, clean atmosphere; provides the guest with comfort away from home; provides an opportunity to make an impression of good service on the guest; maintains the room in good condition. Stay over rooms should be cleaned in the exact same manor as a check out, with the exception of moving guest's belonging. Try not to move items that belong to the guest. If guest's items cover the bed that you need to make, or other areas, call your supervisor to assist, or witness your actions.

Actions

1. Enter guest room.
 - Place cart directly in front of door
 - Check room status
 - Check for "Do Not Disturb" sign
 - Knock firmly with hand, not items which damage door
 - Announce yourself loudly
 - Pause for guest response
 - If guest answers, say you will return later and report room's occupied status
 - If no answer, enter room and announce yourself again
 - Leave door open
2. Check room condition.
 - Turn on all lights to ensure that they work with proper watt bulbs
 - Open drapes and check drape cords/wands and hooks
 - Open windows and check for breakage or dirt
 - Air out room
 - Turn on TV and radio
 - Check air conditioner and heater to ensure that they work properly
 - Stack books, newspapers, and magazines
 - Do not touch guest's belongings such as computers/clothing/jewelry or money
 - Report articles left in room after guest's check out to lost and found
 - Report broken, damaged or missing items
3. Remove dishes and trash.
 - Put trays of dishes outside door and call appropriate department to pick up
 - Empty all ashtrays into one ashtray and put ashes in cart's trash bag
 - Replace dirty ashtrays
 - Empty wastebaskets into cart's trash bag
 - Damp wipe or wash and dry wastebaskets

(continued on next page)



Cleaning the Guest Room

4. Strip bed and dirtied bath cloths.
 - Check bedspread (if dirty, put with dirty linen)
 - Remove bedspread and blanket
 - Remove pillowcase from pillow
 - Place bedspread, blanket and pillows where they will not be soiled
 - Remove all sheets from bed
 - Count all sheets, pillowcases, dirtied bath towels and washcloths; record numbers on linen inventory sheet
 - Put all dirtied linens and bath cloths in bag on cart
 - Remove mattress pad if soiled
 - Remove any stains on mattress or box springs
5. Clean shower area.
 - Take work basket to bathroom
 - Do not use guest towel for cleaning
 - Wipe both sides of shower curtain with dry cloth (top to bottom)
 - Spray shower walls and fixtures with detergent
 - Place used cloth bath mat in tub to stand on
 - Never stand on edge of tub
 - Rinse shower walls and fixtures with sponge, then fresh water
 - Wipe shower walls and fixtures with dry cloth
 - Spray tub fixtures and tub with detergent
 - Sit or kneel to save time and avoid back strain
 - Check drain trap for hair and remove
 - Clean corners carefully
 - Rinse tub fixtures and tub with sponge and fresh water
 - Wipe tub fixtures and tub with dry cloth
 - Arrange shower curtain neatly
6. Clean toilet.
 - Spray toilet inside and out with detergent
 - Spray bowl mop with detergent
 - Scrub inside bowl and under toilet lip with mop
 - Clean toilet seat hinges, seat, bumpers, bolt covers
 - Clean base of toilet
 - Flush toilet
 - Wipe dry all outside surfaces
 - Close toilet seat and cover
 - Polish chrome and water valve

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Cleaning the Guest Room



7. Wash ice bucket and tray.
 - Use fresh water from sink
 - Wipe objects dry with clean rag and put in correct location
 - Replace the liner
 - Replace used cups
8. Clean washbasin and vanity surfaces.
 - Remove drain stopper and clean
 - Spray wash basin, chrome fixtures, vanity, and pipes under sink with detergent
 - Rub areas with sponge
 - Wipe dry with cloth to remove water spots
 - Shine Chrome
9. Clean light fixture and mirror.
 - Use lint-free cloth or paper towel
 - Wipe light fixture
 - Check light for brightness and proper watt bulb
 - Dust light bulb
 - Spray mirror with cleaner
 - Wipe mirror dry without streaking
10. Check and replenish bathroom supplies.
 - Place clean cloth bath mat on tub
 - Count and replenish towels per Best Western requirements
 - Check soap (leave old soap in stay-over room, and add new soap to give guest the choice)
 - Check toilet tissue, minimum 2 rolls (fold end nicely)
 - Check facial tissue (fold end nicely)
 - Check other guest amenities (shampoo etc.)
11. Clean bathroom walls, doors, floors, and base boards.
 - Wipe dirty areas on walls carefully
 - Wipe cobwebs/dust from ceiling/fan vent
 - Spray floor and baseboards with detergent
 - Scrub floor and baseboards (including behind door)
 - Rinse with wet cloth
 - Wipe dry
 - Wipe door and door knob clean
 - Return clean trash can

(continued on next page)



Cleaning the Guest Room



12. Make bed(s). (See the job breakdown, "Making a Bed")

- Sweep around base of bed box, or under bed
- Miter corners
- Leave bedspread even with proper overhang
- Finish bed so it is firm and orderly

13. Clean sleeping room by starting near the door, working around room, ending with entrance.

- Dust closet shelves and luggage rack
- Count and replace missing hangers
- Replace laundry bags
- Dust closet rods and shelves
- Replace supplies like stationery, Bible, phone book, and menus (where appropriate, or items are dog eared)
- Dust legs of furniture
- Dust and brush furniture
- Spray cloth with disinfectant and wipe telephone, ear and mouthpiece. Use paintbrush on phone speaker. Ensure dialing instructions, note pad and pen are in place.
- Dust TV set, place remote on top
- Dust lamps and lamp shade (with paint brush)
- Dust light bulbs
- Dust headboard
- Dust picture frames
- Wash and dry mirror
- Dust vents and check for cobwebs
- Look for objects under bed
- Move furniture to vacuum
- Vacuum carpet thoroughly
- Replace furniture in original place

(continued on next page)



Cleaning the Guest Room



14. Perform final “detail” cleaning.

- Straighten pictures
- Place all Best Western labels facing guest (matches, glass covers, other supplies)
- Place lamp cords correctly
- Place lamp shade seams toward wall and tighten
- Spot wash walls and doors
- Dust edges of door
- Dust interior edges of door frame polish metal
- Spray room deodorant
- Set correct room temperature
- Close and lock windows
- Close drapes
- Turn off lights
- Ensure room has a Do Not Disturb sign
- Lock door securely
- Clean and polish room number



Making the Bed

Introduction

This provides a clean and appealing place to sleep, gives favorable impression of the property and housekeeping; use of proper procedure saves time and money. Stay over rooms should have clean linens every day, unless the guest has requested otherwise.

Actions

1. Stand on side of bed.
 - Turn mattress pad
 - Smooth out mattress pad (change if soiled)
2. Spread out bottom sheet on bed.
 - Allow 18 inches overhang on sides
 - Allow 9 inches overhang on ends
3. Miter head and foot on one side.
 - Tuck in sheet on bottom side (check under mattress first to ensure no harmful objects are under the mattress)
 - Lift sheet on side to form a 45 degree angle from fingertips to top corner of mattress
 - Tuck in remaining sheet at bottom corner
 - Tuck in remaining sheet on side
4. Spread out top sheet on bed.
 - Place top of sheet even with top of mattress
 - Allow 18" overhang on sides
 - Allow 18" overhang on end
5. Spread blanket on bed. (Change if soiled or if holes exist)
 - Allow 6" from top of blanket to headboard
 - Allow 18" overhang on side
 - Allow 18" overhang on end

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Making the Bed



6. Miter corner blanket and sheet.
 - Tuck in bottom corner of sheet and blanket
 - Lift sheet and blanket on side to form a 45 degree angle from fingertips to top mattress corner
 - Tuck in remaining sheet at corner
 - Tuck in remaining sheet on side
7. Complete the top of the bed as requested by your manager.
 - Place bedspread 2" from floor on side and end
 - Pull top sheet and blanket tight.
 - Fold top sheet back over top of blanket
 - Fold spread back.
 - Fold spread 2" below fold of top sheet
8. Move to other side of bed and complete steps 3-7.



Cleaning Stains

Introduction

This maintains a clean environment for guests; reduces costs of professional cleaning; lowers replacement cost.

Actions

1. Identify the spot or stain and the fabric/surface it is on. Check tags on furniture to find the type of fabric and cleaning instructions. Ask your supervisor when unsure of how to clean a certain fabric or item.
2. Determine if the spot or stain should be cleaned immediately where it is or moved to another location (if furniture).
 - Consider degree of difficulty in cleaning
 - Consider how cleaning spot affects the guests
 - Consider time of day
3. Fill out Maintenance Request Form if spot cannot be cleaned immediately.
 - Request replacement furniture, if furniture is to be removed
4. Obtain proper tools, chemicals and equipment needed to clean spot if it is to be cleaned immediately. Refer to stain removal chart to identify necessary cleaning supplies needed.
5. Secure area from guest inconvenience or hazard.
 - Block off area
 - Place proper signs
6. Clean spot according to suggested method on stain removal chart.
7. Allow spot area to dry.
8. Consult professional dry cleaner if spot is still present.
9. Return all cleaning materials to proper storage location.
10. Return furniture to proper location.





Stain Removal Chart

STAIN	CLEANING	PROCEDURE
Acids	Wet Clean	Rinse with cold water. If solid substance is imbedded in stain, flush with neutral detergent. If acid is strong mineral type, follow cold water with ammonia.
Alcoholic Beverages	Wet Clean	Rinse with cold water. If other food substances are present, remove with neutral detergent.
Blood	Wet Clean	<p>If fabric can withstand plain water, soak in a pan of cold water or between towels. Add ½ teaspoon of neutral detergent to soaking bath. When using towels, apply concentrated solution of detergent to stain. If stain still persists, rub small amount of ammonia to area and rub between gloved fingers (unless fabric is acetate). Rinse with fresh water as needed. Use hydrogen peroxide if fabric can stand such bleaching.</p> <p>Note: Any time you are required to clean bloodstains, ensure you wear rubber gloves, safety goggles, and a dust mask and apron. Follow Blood Pathogens procedures.</p>
Candy	Wet Clean	Sponge out with plain water. If that does not work, spray area with ammonia window cleaner. Place clean, dry towel over stain. Use medium hot iron and iron the towel. The sugar will melt onto the towel, often removing the stain.
Catsup	Wet Clean	Remove immediately. Flush as much of the stain as possible with concentrated solution of neutral detergent and water. Lubricate the remaining areas of the stain with glycerin, working it in with blunt edge of knife or back of comb. Rinse again with detergent and water solution.
Coffee	Wet Clean	Remove as soon as possible. If possible, soak in HOT water with a teaspoon of detergent that contains grease releasers. (Liquid Dawn dish detergent is recommended) If you must use towels, fill a bucket with HOT water. Place detergent in the water. Wearing rubber gloves, place towels in the bucket, and without wringing, place towels on stain. Let towels cool, and repeat. Use extractor to remove water.
Fruit Juices and Fruit	Wet Clean	Rinse stain immediately in solution of water and neutral detergent. Soaking may also help. If stain remains, try a few drops of white vinegar, then rinse again in detergent and water. For wool and silk, bleach with a milder agent like hydrogen peroxide. Do not use high heat on the stain.
Glue	Wet Clean	Soak out stain in lukewarm water and neutral detergent. Apply household ammonia or window cleaner. Stamp with brush, or rub between fingers. Rinse, and wipe dry.
Grass Stains	Wet Clean	Test fabric to see if it will withstand alcohol (apply to a hidden seam area). If it will, use alcohol to remove the green color. Lubricate area with concentrated detergent solution. Rinse both alcohol and detergent out of the fabric with cold water.

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Stain Removal Chart

STAIN	CLEANING	PROCEDURE
<i>Ink (pens)</i>	<i>Wet Clean</i>	<i>Place towel or cheesecloth under the stained area. Apply concentrated solution of neutral detergent, working in with blunt-edged object. White light colored pieces of blotting paper can be used to absorb some of the dye from the stain as ink starts to bleed. Repeat the process until the bleeding stops. Add a few drops of white vinegar to the stain, along with more detergent. As bleeding begins again, repeat treatment with blotter and towel until bleeding stops. Apply household ammonia and detergent to remove remaining traces of dye. Bleaches should only be used if color fastness ad type of fabric permit. Do not use milk on the stain.</i>
<i>Iron Rust</i>	<i>Wet Clean</i>	<i>Use commercial rust remover (hydrofluoric acid) or oxalic crystals (available in drug stores) Place a few of the crystals in cheesecloth, moisten, and apply to stain. After stain is removed, rinse acid completely from the fabric.</i>
<i>Lead Pencil</i>	<i>Wet Clean</i>	<i>Work glycerin or heavy detergent solution into stains with blunt-edged object. Apply a few drops of ammonia and gently work into stain. As stain dissolves, rinse from fabric with warm water</i>
<i>Mildew</i>	<i>Wet Clean</i>	<i>Sponge area with neutral detergent and water. Add two teaspoons of bleach in one pint of water. (Only if fabric can withstand bleach. Test area first) Apply solution to area, wipe with cloth, or use brush if fabric/surface can withstand a brush. On wool or silky fabrics, send to dry cleaner.</i>
<i>Milk</i>	<i>Wet Clean</i>	<i>Sponge area with neutral detergent and water. Add a few drops of ammonia to area, and continue detergent solution. If needed, stamp stain with brush or work back and forth across it with blunt -edged object. For old milk stains, it may be necessary to use powdered pepsin (available at drug stores) Milk stains may be impossible to remove on some resin-treated fabrics.</i>
<i>Mud</i>	<i>Wet Clean</i>	<i>Allow to dry. Dry brush as much of the stain as possible from the area. Sponge remaining mud with warm water and detergent. Launder for rinse with plain water. Remove excess water with dry towel.</i>
<i>Mustard</i>	<i>Wet Clean</i>	<i>On washables, apply glycerin. After working it into stain, flush with detergent and water. If the stain remains, send it to the dry cleaners.</i>
<i>Nail Polish</i>	<i>Dry clean</i>	<i>Acetone or acetate unless fabric is rayon, vinyon, acetate or nylon. Do not use polish remover on the before mentioned fabrics.</i>
<i>Tea</i>	<i>Wet Clean</i>	<i>Follow the instructions for removing coffee stains.</i>



Washing a Wall

Introduction

This provides a clean and fresh appearance to a room; adds brightness to the decor; gives the room a "new" look.

Actions

1. First, if the area that you are about to clean has black rub marks such as luggage or shoe marks may cause on vinyl wall surfaces, do not use water on the stain. Take a normal school eraser and erase the stain. If there are areas that are soiled other than black marks, proceed with the following instructions.
2. Mix appropriate cleaning agent using directions on container.
3. Take equipment to work area.
4. Set up work area.
 - Put drop cloth in place close to wall
 - Set up ladder
 - Wet sponges
 - Place one sponge in cleaning solution
 - Place one sponge in rinse water
5. Dust the wall area to be washed with dry cloth.
 - Use a very gentle upward motion
 - Do not dust if high humidity is present in building
6. Wash, rinse, and dry wall.
 - Wash a small lower spot on wall to ensure that the cleaning solution is not too strong
 - Start washing the wall beginning with lower half
 - Use sweeping motion to protect back muscles
 - Reach up as far as possible
 - Use scrub brushes with care to avoid paint scratches
 - Rinse washed area using second bucket of clear water
 - Wipe dry immediately after rinsing
 - Work from one corner of room to another
 - Use ladder or long handled mop and wash top of wall
 - Do not reach too far from ladder
 - Change solution and rinse water, and change mops as they become soiled
 - Clean up any spills on floor immediately to prevent accidents
7. Clean up area.
 - Remove sponges, mops, ladder
 - Fold drop cloth
 - Wipe up any wet spots on floor
 - Remove water pails





Cleaning the Lobby

Introduction

This presents the public with an area that is well maintained and pleasing to the senses; creates a favorable impression of property profit centers; attracts potential clients; provides for an appealing work environment.

Actions

1. Empty ashtrays and wastebaskets in lobby area.
 - Empty ashtrays into trash container
 - Do not put hot ashes into wastebasket until extinguished
 - Wash ash trays, do not just wipe clean
 - Sift cigarette butts and trash from large standing (sand) ashtrays and place into one wastebasket
 - Replace sand as needed
 - Empty wastebaskets
 - Wipe wastebaskets clean
 - Do not use ashtray and wastebasket cloths for any other task
2. Clean glass and windows.
 - Use appropriate cleaner/disinfectant and cloth
 - Clean lobby doors
 - Clean lobby windows
 - Clean glass table tops
 - Spot clean glass for fingerprints
3. Clean lobby telephones.
 - Use appropriate cleaner and cloth
 - Remove smudges and fingerprints
 - Add message pads and paper
4. Polish drinking fountain.
 - Use appropriate cleaner and cloth
 - Remove water spots from chrome
 - Wipe dry
5. Polish railings on stairway.
 - Use appropriate cleaner and cloth
 - Remove fingerprints
6. Remove fingerprints or spots from walls and woodwork
 - Use appropriate cleaner and cloth
 - Leave walls and woodwork dry

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Cleaning the Lobby

7. Dust furniture.
 - Do not use any alcohol-based spray
 - Use appropriate cleaner and cloth
 - Dust coffee tables
 - Dust desk tops
 - Dust any exposed wood surfaces on chairs to include legs/rungs
8. Dust lamps and light bulbs with damp cloth.
 - Do not use any oil-based substance
 - Use appropriate cloth and cleaner
 - Replace burned out bulbs, unless they are not reachable. Fill out Maintenance Request Form for any burned out bulbs that you cannot reach safely.
 - Take down light fixtures once a month for cleaning
9. Empty wastebaskets behind the front desk.
 - Place large trash container in appropriate place
 - Wipe wastebaskets clean
 - Remove trash container from front desk area
 - Keep trash from front desk in separate bag in case something important was thrown out
10. Vacuum area behind front desk.
 - Select a time when desk is least busy
 - Use correct vacuum attachment
 - Perform duties quickly and efficiently
11. Vacuum lobby furniture.
 - Select a time when lobby is least busy
 - Use correct vacuum attachment
 - Perform duties quickly and efficiently
12. Vacuum lobby carpet.
 - Select time when lobby is least busy
 - Perform duties quickly and efficiently
 - Leave a clean, brushed appearance

(continued on next page)



Cleaning the Lobby



13 Clean and dust door jams and door closures.

- Use appropriate cleaning solution and cloth
- Use brush to clean bottom door jam
- Wipe off fingerprints and other dirt

14 Clean hardwood or tile floors.

- Select time when lobby is least busy
- Dust mop entire floor surface
- Mop entire floor with germicide
- Place "Wet Floor" signs out; be sure to remove them when floor is dry
- Use putty knife to scrape up gum or other hardened dirt
- Spray-buff floor every 3 days
- Perform duties quickly and efficiently
- Leave clean, shiny appearance

15 Clean Elevator

- Use appropriate cleaner on elevator walls/doors
- Vacuum or mop the floor
- Clean the elevator door tracks



Cleaning Public Restrooms

Introduction

This creates a positive image of the property; presents a clean atmosphere to guests visiting in the lounge or restaurant; creates an image of overall cleanliness of the property; minimizes damages to plumbing and equipment; gives a sense of pride for the workplace.

Actions

1. Refill dispensers.
 - Seat covers
 - Toilet tissue
 - Soap
 - Towels
2. Empty all trash containers.
 - Empty into proper bins
3. Clean fixtures with clean cloth, appropriate cleaning solution and rubber gloves.
 - Mirrors
 - Faucets
 - Dispensers
 - Wash Basins
 - Doors and door handles
 - Cubical doors and walls
4. Rinse all fixtures with a wet cloth to remove disinfectant.
 - Rinse the cloth continuously
5. Wipe all fixtures dry with clean cloth.
6. Shine chrome, brass, and other bright metal.
7. Clean toilets and urinal with bowl cleaner.
 - Clean tops and bottoms of toilet seats
 - Clean urinals
 - Spray cleaner inside
 - Spray bowl mop with cleaner
 - Scrub inside bowl and toilet lip with mop
 - Clean outside base and surroundings
8. Clean bathroom floor.
 - Sweep floor with broom
 - Mop floor with hot water and appropriate cleaning materials
 - Rinse floor using hot water and wringing out mop frequently
 - Dry floor thoroughly by wringing out mop frequently
 - Set out appropriate "Wet Floor" signs. Remove when floor is dry



Ultra Clean Housekeeping



What is “Ultra Clean?” It is the thorough cleaning of a room to return it to “like new condition.” It is important because in the daily cleaning of a room a housekeeper only cleans the obvious and necessary items in the room. Deep cleaning includes a thorough cleaning of everything... every item in the room. Without a periodic deep cleaning of every room in the hotel, rooms may start to take on a stale smell and/or a tired appearance, and hard to reach areas become unacceptably dirty or dirty....i.e. under the bed. Like self-inspections and preventive maintenance, consider deep cleaning as an investment in the quality of the room and improved guest satisfaction.

To address these issues, we recommend a quarterly deep cleaning program. At highly seasonal properties, an alternative deep cleaning program would be to place sections or blocks of rooms out-of-order during slower seasons and the completely strip and deep clean sections of rooms at a time.

Deep cleaning should be flexible in relation to the activities of other departments. For example, if the maintenance department scheduled extensive repair work for several guest rooms, the housekeeping department should coordinate deep cleaning of the rooms after maintenance has completed their repair work. Careful planning for the hotel with the least possible inconvenience to guests or to other departments.

The key is to have the cleaning staff use checklists to ensure nothing is missed, and to track which rooms are done and when they are done.

Finally, ensure that supervisory or management personnel check the rooms after completion for consistency and high levels of cleanliness... and that nothing has been missed.

Like self-inspections and preventive maintenance, consider deep cleaning as an investment in the quality of the room and improved guest satisfaction.



Mattress Rotation Schedule

Start in the top left hand corner of mattress and box spring. Mark mattress as follows:

Top left hand corner	1
Bottom right hand corner	3

Flip mattress head-to-toe and mark as follows:

Top left hand corner	2
Bottom right hand corner	4

Mark box spring as follows:

Top left hand corner	1
Bottom right hand corner	2

Flip the mattress so the number shown in the top left hand corner corresponds to the correct month. Box springs are done the same way.

	Mattress	Box Spring
January, February, March	1	1
April, May, June	2	1
July, August, September	3	2
October, November, December	4	2

This program assures that your mattresses and box springs are rotated for even wear.

It is estimated that a five-year limited warranty mattress can last from five to seven years and a ten-year limited warranty mattress can last ten to twelve years. Box springs can last indefinitely.

The most important advantage of this program is that you know when you have a bad mattress or box spring. You can then notify the manufacturer for a replacement and you will have the verification that you should receive full credit for the defective product.



Inspections - Inspect what you expect



Every program needs a starting point. If the only times inspections occur at your property are during a Best Western Quality Assurance Assessment, you are probably receiving lower than desired Quality Assurance Assessment scores plus negative comments from your guests, higher customer complaint ratios and lower Medallia ratings.

Inspecting your rooms avoids unexpected surprises with your guests and ensures that every guest has a great experience while staying at your property. By establishing and performing regular self inspections of your guest rooms you are making an investment in your guests' satisfaction... what better investment can you make than increasing your guests' satisfaction?

When conducting a self-inspection, and in addition to using a checklist, you should look at the guest room and public areas from the guest's point of view. Do things a guest would do. For example, sit on the bed and look around, sit on the chairs, look out the window, turn on the television and turn on the lights. Doing an inspection from these additional points of view will help detect a problem (defect) before the guest does.

Some items you inspect will require you to look at more than one area of the specific item.

For example, the telephone. To inspect the telephone you must look at and check the following:

- Appearance, secure, no visible damage.
- Clean (Does it look clean, is it clean?)
- Functions (Does it work, good volume, rings in and out?)
- Are dialing instructions posted?
- Is the cord adequate in length, no damage, secure?

By establishing and performing regular self inspections of your guest rooms you are making an investment in your guests' satisfaction.



Housekeeping Checklists and Forms



Deep Clean Housekeeping Checklists

DAILY ULTRA CLEAN HOUSEKEEPING CHECKLIST - GUESTROOM

Completely Clean the items listed within each section. Write in the date each section was completed in the space provided to the right.

1. ENTRANCE DOOR

Date	Date	Date	Date

2. BEDS

REMOVE LINEN/MATTRESS - INSPECT/ROTATE BOX SPRING - BEDFRAME - HEADBOARD - VACCUUM - PILLOWS - DUST RUFFLES - CLEAN/REPLACE MATTRESS PAD/LINENS/COVERINGS

Notes:

3. DUST

ALL WALL/CEILING JOINTS - SMOKE DETECTORS - SPRINKLERS - TOP OF ALL FURNITURE - LIGHT COVERS/LAMP SHADES - VENTS - EVERYTHING ABOVE EYE LEVEL

Notes:

4. WINDOWS

CLEAN WINDOWS/WINDOW SILLS - REPORT DAMAGE/EXTERIOR DIRT - WINDOW FRAMES - WINDOW TRACKS - REPLACED DRAPERIES - BLACKOUTS/SHEERS

Notes:

5. WALLS / BASEBOARDS / DOORS

WIPE WALLS - DOORS FRONT/BACK - CLEAN ART - SWITCH PLATES/PHONE JACKS/WALL PLATES - CLOSET WALLS - CLOSET DOOR - LUGGAGE RACKS

Notes:

6. FURNITURE - UPHOLSTERY

VACCUUM UPHOLSTERY - CLEAN UNDER CUSHIONS - CLEAN/REPORT STAINS

Notes:

7. FURNITURE - WOOD/LAMINATE

USE OIL-BASED CLEANER ON WOOD - USE ALL-PURPOSE CLEANER ON LAMINATES - CLEAN BACKS OF ALL FURNITURE - WIPE ROOM ACCESSORIES - CLEAN INSIDE DRAWERS - REPORT ANY DAMAGE

Notes:

DEEP CLEAN HOUSEKEEPING CHECKLIST - PUBLIC AREA

Completely **Deep Clean** the items listed within each section. Write in the date each section was completed in the space provided to the right.

1. EXTERIOR BUILDING

GROUNDS - SIDEWALKS - DRIVEWAYS - PATIOS - STAIRS - SHUTTERS - WALKWAYS / EXTINGUISHERS

Notes:

2. INTERIOR BUILDING

RECEPTION - LOBBY - CONFERENCE ROOMS - RESTROOMS - BREAKFAST ROOM - BAR - KITCHEN - PANTRY - STORAGE - JANUARY - ELEVATOR - STAIRS - HALLWAYS - CORRIDORS - LIFT - TIRE - CARPET - LAMP FIXTURES - CONTROL - TV CLEANING - TELEPHONE WALL PLATE - SOFA - BEDS PICTURES - MIRROR - DOOR THRESHOLD

Notes:

Deep Clean Housekeeping Checklists
may be downloaded from MyBestwestern.com



Housekeeping Monthly Labor Cost Analysis

Period: _____ to _____

Period Room Revenue \$ _____

Housekeeper-Name	Hrs Worked		Hourly Wage		HSK Cost
1.		X		=	\$
2.		X		=	\$
3.		X		=	\$
4.		X		=	\$
5.		X		=	\$
6.		X		=	\$
7.		X		=	\$
8.		X		=	\$
9.		X		=	\$
10.		X		=	\$
11.		X		=	\$
12.		X		=	\$
13.		X		=	\$
14.		X		=	\$
15.		X		=	\$
16.		X		=	\$
17.		X		=	\$
18.		X		=	\$

TOTAL LABOR COST = _____

Housekeeping Labor Costs Budgeted _____

Housekeeping Labor Costs Used _____

Housekeeping Labor Cost Variance _____

Total Labor Cost _____ divided by Total Rooms Rented _____ = _____
Labor Cost per Room

To obtain a printable copy of this form click [here](#)



Housekeeping Weekly Productivity Report

HOUSEKEEPING WEEKLY PRODUCTIVITY

Today's Date: _____ Report From: _____ To: _____

Room Type	Minutes Alloted		Rooms Cleaned		Budgeted Minutes
		x		=	
		x		=	
		x		=	
		x		=	
		x		=	
		x		=	
		x		=	
Public Areas		x		=	
		x		=	

Totals

_____ (1)

_____ (2)

Housekeepers	Hour Worked	x60=	Minutes per HSKR
1.		x60=	
2.		x60=	
3.		x60=	
4.		x60=	
5.		x60=	
6.		x60=	
7.		x60=	
8.		x60=	
9.		x60=	
10.		x60=	
11.		x60=	
12.		x60=	
13.		x60=	
14.		x60=	

TOTAL MINUTES= _____ (3)

Housekeeping Labor Time Budgeted (2) _____

Housekeeping Labor Actual (3) _____

Housekeeping Variance _____

_____ divided by _____ = _____
Minutes Used(1) Rooms Cleaned(3) Average minutes per room

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Maintenance



How to Implement a Maintenance Plan at Your Hotel





1. Inventory Property Maintenance Needs

The organization of your preventive maintenance program will be different if your property is relatively new and in good condition rather than an older property in poor shape. Your first planning action is to inspect every guest room, all public areas, and all mechanical and electrical equipment in your facility to develop an inventory, and determine the nature of maintenance related problems.

You may have to resist the temptation of beginning maintenance or repairs before you finish gathering information throughout the property. This temptation is a little bit like rushing off on some extended travel without carefully planning the trip and packing your bags with appropriate items. You will undoubtedly complete the trip, but it won't be smooth or trouble-free. If you run into serious problems during your inspection, place the room out of service, and return first to the room where the serious infraction is to begin the program.

Attention to details up-front pays huge dividends later on. Take the time to really understand the different problems you face; gather as much information about these as is possible. Then, you will be in a position to organize and plan their solution. When you implement the plan you will find problems are solved more quickly and at less expense than if you had jumped into fixing things without adequate planning.

Make An Inventory of Guest Rooms And Public Areas

You should inspect each and every area of the property and make an inventory of each and every sub-system in every area. During this inventory process you should visit each guest room and all public areas in the property, inspect each item on the appropriate Inspection Checklist and record what you observe in the first column of blank spaces opposite checklist items. On the checklist, indicate whether the item is OK or needs repair. The remaining blank columns on the Inspection Checklist will be filled out when you revisit the property, area by area, room by room, during the year, to implement a program of inspection, maintenance, and repair.

Remember, this is information gathering and not a maintenance or repair visit. For example, if part way into your analysis you begin to recognize a need for greater security on guest room windows, it would have been foolhardy to have begun maintenance on windows which would be replaced.

Take the time to really understand the different problems you face; gather as much information about these as is possible.





Make an Inventory of Mechanical and Electrical Equipment

Gathering information about the property's mechanical and electrical equipment will help you understand the size and nature of maintenance problems you may anticipate with equipment. During inspection of mechanical and electrical equipment, data should be recorded in the appropriate spaces of each particular form, and indicate whether the item is OK or needs repair.

The Equipment Inspection Checklist section of this manual contains the following forms to be filled out during the inventory: Equipment Maintenance and Repair Data Card, Equipment Identification Label, Electrical Breaker Inventory and Valve Inventory.

Inventory Property Maintenance Needs (Cont.)

Special attention should be given to recording other information in the blank space on the form that will help you develop an overall maintenance plan for the property. You should do the following for each piece of equipment as you make your rounds and inspect this equipment:

- Stencil each piece of equipment with an Equipment Identification Code.
- Collect and record information about each piece of equipment on Maintenance and Repair Data Cards and/or Equipment Identification labels.
- Collect and record information about electrical breakers and valves, and record the information on Breaker and Valve Inventories.
- Identify specific preventive maintenance inspections tasks.

During inspection of mechanical and electrical equipment, data should be recorded in the appropriate spaces of each particular form, and indicate whether the item is OK or needs repair.



2. Analyze Your Situation

Information gathered through the use of the Inspection Checklists and other equipment forms should be thoughtfully and carefully analyzed. The following kinds of questions should be asked to guide the analysis:

- What kinds of problems exist?
- What needs to be done immediately?
- What can wait?
- Which little problems may become big problems if not acted upon immediately?
- What on-going action can be taken to gain control over major maintenance headaches?
- What costs are associated with each problem?
- What activities are currently budgeted, and which may be accomplished in future budgets?
- Are special projects required, or will routine maintenance and repair suffice?
- When can work be done with the least negative impact on ongoing business?

Opinions of individuals who are constantly in contact with the problems and the constraints to their solutions can add valuable insights.

The analysis is often conducted in concert with department heads, or members of the staff representing the areas that will be effected. Opinions of individuals who are constantly in contact with the problems and the constraints to their solutions can add valuable insights.

This analysis will result in a set of important tasks that must be given a relative priority, scheduled, budgeted, and assigned to appropriate individuals.





3. Plan Your PM Schedule

Developing a schedule for conducting preventive maintenance at your property is a simple matter of looking at the number of hours each PM inspection will take, and multiply that number by the frequency of inspection for that item. The total hours of inspection for all areas or items in the property during the interval dictates the number of preventive maintenance personnel required.

Your management determines the frequency of inspection. For instance, your management might decide that each guest room receive preventive maintenance at least three times a year, and that public areas receive preventive maintenance at least twice a month.

A specific preventive maintenance interval for mechanical and electrical equipment is suggested by the manufacturer, or is established by local code.

A specific preventive maintenance interval for mechanical and electrical equipment is suggested by the manufacturer, or is established by local code.

The schedule suggests specific daily, weekly, monthly, 16-week interval, and annual inspections of guest rooms, public areas, and property equipment for your consideration.

Daily Equipment Preventive Maintenance Inspections:

- Guest Rooms (Inspection Checklist)
- Boiler (Boiler Inspection Log Sheet)
- Cooling Tower (Cooling Tower Log Sheet)
- Swimming Pool (Swimming Pool Log Sheet)

Weekly Equipment Preventive Maintenance Inspections:

- Air Compressor - oil level, fuel, filters, drain water, check regulator setting
- Boiler - circulating pumps
- Emergency Generator - battery, oil, water, run (Weekly Generator and Maintenance Report)
- Toaster - crumbs, chain, clutch
- Outdoor Lights - clock operation, clean photo sensor, bulbs

(continued on next page)



Plan Your PM Schedule



Monthly Equipment Preventive Maintenance Inspections:

- Air Handler - public areas, central supply system, change filters, belts, vibration
- Lavatory Tubs and Showers - skid strips, faucets, drains
- Boilers - blowdown, process water leg, temperature, pilot condition
- Dishwasher - oil in gear box
- Disposal - leaks, vibrations
- Doors - hinges and closures
- Drains - floor and sink screens clean
- Power Panels - hot breakers, burned wire
- Elevators - audit contractor maintenance
- Fire Extinguishers - weighed or gauge pressure, tagged
- Deep Fryer - leaks, carbonated stat bulb
- Public Area Furniture - loose, tears, drawer glides, knobs
- Grease Trap - grease build-up
- Emergency Lights - charge, battery condition
- Food Mixer - lubrication, blade, cord
- Toaster - oil chains and bearings
- Ventilators - dirt on blades, belts, vibration
- Washers - oil level, belts, compressor

16 Week Interval Equipment Preventive Maintenance Inspections:

- Air Compressor - cooling fans, belt, pressure control, motor bearings, oil in crankcase
- Room Air Conditioners - change air filters, drains
- Cooling Towers - oil level in gear box
- Dietary Food Service Equipment - casters, elements
- Boilers - thermocouple, pilot safety
- Dish Storage Racks - casters
- Disposal - blades, hoses
- Roof Drains - check for gravel, trash in screens
- Elevators - check emergency key operation
- Exhaust System - vibration, lubrication, belts
- Deep Fryer - clean flues
- Dishwasher Booster - leaks, relief valve
- Pumps - continuous run, lubrication, check air circulation
- Refrigerators - walk-ins, clean condensers
- Washers - Leaks, contacts, relays

(continued on next page)



Plan Your PM Schedule

Annual Equipment Preventive Maintenance Inspections:

- Air Conditioning - central system, open water cooled condensers, rod, fan blades
- Guest Room Air Conditioners - clean condensers
- Cooling Towers - clean completely
- Air Handling Units - clean coils, drain pans, fan wheels
- Boilers - controls and relief valves
- Dishwasher - lubrication
- Fire Extinguishers - weighed and labeled
- Public Toilets - cracks and leaks in porcelain
- Pumps - clean, inspect bearings, housing
- Washers - change oil in compressor and tub bearing
- Water Softener - check activated bed





Preventative Maintenance



A proper maintenance plan is key to prolonging the life of a hotel's capital investment and providing each and every guest with properly functioning and well-maintained accommodations for a truly enjoyable experience. The following are two suggestions for improving your guest's experience and also increasing your Quality Assurance scores.

1. Implement a Work Order system to report current maintenance problems.

Waiting for guests to report problems is a sure way to maximize complaints, reduce GSS scores and minimize repeat stays. All employees must be proactive in reporting maintenance issues to the maintenance staff and hotel management. The key to a successful Work Order system is follow-up to ensure that the required jobs have been satisfactorily completed.

The system can be as simple as multi-part Work Order forms, or as complex as software which may or may not integrate with the hotel's property management. The key is to implement a system that works for the property. The system should:

- Reduce oral communication and minimize paperwork
- Have the ability to prioritize jobs
- Easily provide management with the ability to evaluate and track the flow of problems and the time required to correct them

All employees must be proactive in reporting maintenance issues to the maintenance staff and hotel management.

2. Implement a Preventative Maintenance Program

"Preventative Maintenance" (PM) is a systematic and proactive approach to ensure all equipment, machinery and rooms are in good working order and condition. A good PM program will also discover problems and allow them to be corrected before a guest finds the problem."

An effective Preventative Maintenance program will:

- Increase the life of equipment and room furniture, fixture and equipment, therefore lowering capital expenditures and renovation costs
- Decrease the quantity of Work Orders created
- Increase satisfied guests, improve GSS scores and reduce complaints
- Decrease "emergency" maintenance issues
- Reduce "room out of order"
- Increase profitability

The system can be used in guestrooms, public areas, supplemental facilities and for mechanical equipment. Simple manual PM programs can be easily implemented using paper checklists. However, larger properties should install PM software, which is more effective and efficient. Whichever method is used, the key is to implement the program and ensure the checklists are used and the inspections are completed regularly.

(continued on next page)



Preventative Maintenance

An example of how this works:

At the same time each day or week, schedule maintenance for a fixed amount of time for PM work and ensure it does not change. For example, 15 minutes per room (1 hour total) for four rooms each Monday, from 11am-noon. If you have a 32-room hotel, then all rooms will have received PM in eight weeks. Maintenance should have a cart of tools, equipment and supplies with them at each room to immediately correct the most common issues “on the spot”, which will save them time and you money. In addition, ensure the maintenance staff recognize and report to housekeeping any serious cleaning issues, such as dirty carpets, windows, etc. Also be sure to set aside a certain time each week to inspect the lobby, corridors, supplemental facilities and regular mechanical equipment inspections and maintenance.

The most important part of the system is to ensure:

- Checklists are completed
- Task are identified and passed to the responsible party
- Follow up to ensure completion by either by management or supervisors.





4. Writing Your Proposed Maintenance Plan



Given the different property systems, the number of rooms, the amount of work required, the people and resources available, time available, high season(s), shoulder season(s), vacancy rate, seasonal climate factors, etc., you need to plan what events should be done first, second, next, and so on. You need to organize these events carefully so that they make good use of the discussions and analysis that was done in the previous step. Your plan should have the smallest negative impact that is possible on the current operation. Conversely, it should also make maximum use of current staff and be implemented with the lowest possible additional expense.

Plans that are written and communicated to all parties involved are easier to implement than verbal discussions. A written plan is also useful if you wish to evaluate the effectiveness of its implementation. You will be able to compare the written plan agreed upon six months or a year earlier with activities carried out in the meantime, resulting in the current situation, and make any necessary corrections if there are discrepancies.

The example written plan on the next page shows how activities have been prioritized. It describes what action will be taken, by whom, on what timetable, at what level of expense, and how the process will be supervised.

**Plans that are written
and communicated to all
parties involved are easier
to implement than
verbal discussions.**

Notice that the plan begins with the listing of certain goals. These are often broken down into more specific objectives that will be accomplished for the various property systems. A list of activities follows, indicating actual work that will be performed, on a given timetable. The plan indicates the budget available for each activity. It also provides an approval process so that each phase of the plan can be "signed off" by the individual responsible.



An Example Written Plan

PREVENTIVE MAINTENANCE PLAN FOR BEST WESTERN HAMPTON'S FORD

Goal: Management and staff at the Best Western Hampton's Ford will implement a preventive maintenance program throughout the property in three phases: (1) Conduct an audit of all systems (first six months - to be completed by 6/30/XX). (2) Begin preventive maintenance inspections of all guest rooms and public areas by 7/01/XX. (3) Begin preventive maintenance of all mechanical and electrical equipment by 9/01/XX.

Objectives: Best Western Hampton's Ford intends to:

1. Reduce work orders by 50% by December 30, 20XX.
2. Reduce guest complaints by 50% by March 1, 20XX
3. Reduce the cost of repairs 20% in 20XX, 25% in 20XX, and 30% in 2020.
4. Lower utilities costs by 5% in 20XX, 10% in 20XX, and 12% in 20XX.
5. Complete renovation of building #3 in 20XX, building #1 in 20XX.

Responsibility Assigned to: The Chief Engineer with the assistance of the General Manager will put together a detailed schedule of events, costs, and personnel assignment by 5/30/XX.



Implement Your Maintenance Plan



Once planned events are prioritized and written into a coherent planning document, it is time for action. Implementation of a plan requires certain procedures to be followed, tools to be used, and timelines to be met.

Best Western suggests a formal schedule of inspections, preventive maintenance, routine maintenance, repairs, and special projects to remedy mechanical, electrical, or aesthetic defects that may compromise the safety or working conditions of an employee or safety and satisfaction of a guest.

Special projects may be required to satisfy a local building ordinance or fire code, or to improve the operation of the property (improved storage, access, parking, etc.).

The implementation of the program doesn't happen overnight. Often the first stage of implementation, which tackles the most pressing problems, may take six months to a year, followed by a second stage which addresses different problems, and even a third stage completing another priority.

The program of preventive maintenance must be implemented for all property systems:

- Guest rooms
- Public areas
- All mechanical and electrical systems

Get Feedback

As you implement your plan, you should solicit feedback from the people who are involved. They will help you evaluate your efforts that will be extremely valuable for improving maintenance at your property. This feedback will help you to operate more efficiently and have fewer problems in future efforts.

The implementation of the program doesn't happen overnight. Often the first stage of implementation, which tackles the most pressing problems, may take six months to a year...



Preventive Maintenance Schedule

PREVENTIVE MAINTENANCE SCHEDULE

GUEST ROOMS

X	_____	Number of rooms in property
=	_____	Hours per room (suggest two hours)
	_____	Total hours of preventive maintenance each period
X	_____	Periods per year
=	_____	Total hours per year
OR	_____	_____ rooms per period/ _____ days in each period
=	_____	Rooms to inspect per day to stay on schedule
X	_____	Hours per room
=	_____	Total hrs. required to inspect, maintain, & repair guest rooms per day
X	_____	Days per year
	_____	Total hours per year

PUBLIC AREAS

X	_____	Number of hours per maintenance (suggest four hours)
=	_____	Number of times per year (suggest once every two weeks)
	_____	Total hours of preventive maintenance per year

KITCHEN

X	_____	Number of hours per maintenance (suggest two hours)
=	_____	Number of times per year (suggest once every two weeks)
	_____	Total hours of preventive maintenance per year

RESTAURANT

X	_____	Number of hours per maintenance (suggest two hours)
=	_____	Number of times per year (suggest once every two weeks)
	_____	Total hours of preventive maintenance per year

BANQUET AREAS

X	_____	Number of hours per maintenance (suggest one hour)
=	_____	Number of times per year (suggest once every two weeks)
	_____	Total hours of preventive maintenance per year

LOUNGE

X	_____	Number of hours per maintenance (suggest 1/2 hour)
=	_____	Number of times per year (suggest once every two weeks)
	_____	Total hours of preventive maintenance per year

EQUIPMENT

X	_____	Number of hours per maintenance (suggest eight hours)
=	_____	Number of times per year (suggest each week)
	_____	Total hours of preventive maintenance per year

TOTAL YEARLY HOURS

+	_____	Total hours of preventive maintenance per year for guest rooms
+	_____	Total hours of preventive maintenance per year for public areas
+	_____	Total hours of preventive maintenance per year for kitchen
+	_____	Total hours of preventive maintenance per year for restaurant
+	_____	Total hours of preventive maintenance per year for banquet areas
+	_____	Total hours of preventive maintenance per year for lounge
+	_____	Total hours of preventive maintenance per year for property equipment
=	_____	Total hours required for preventive maintenance per year

To obtain a printable copy of this form click [here](#)



Time Required For Inspections

The following procedures are provided to help guide your scheduling. Remember, these are suggestions only. Your management will determine your property's schedule:

- **A 100 Room Property**

GUEST ROOMS INSPECTION SCHEDULE (REQUIREMENT = 200 HOURS/16 WEEK PERIOD- 3 TIMES PER YEAR)

Preventive maintenance should be carried out once every sixteen weeks in each guest room. This schedule guarantees that each guest room is maintained three times a year, with the seventeenth week of each period used for catching up if the work gets off schedule as a result of unanticipated problems.

This program assumes each room will require an average of 2 hours of maintenance. The actual time the maintenance person will spend in each room will depend on a number of factors, including the age of the property, the number of times the room was occupied during the quarter, and the type of maintenance performed before the program was adopted. One person would need to complete about 13 rooms each week to stay on schedule. Working full time on guest room maintenance, a single person can complete 20 rooms per week.

This schedule guarantees that each guest room is maintained three times a year, with the seventeenth week of each period used for catching up if the work gets off schedule as a result of unanticipated problems.

The Inspection Checklist - Guest Rooms is used to guide guest room preventive maintenance. Each item on the check sheet is inspected and, if necessary, cared for on-the-spot, or repaired or replaced before the maintenance person moves on to the next room.

The schedule for a year would be:

- Weeks 1 - 16 Prevent Care
- Week 17 Catch-up
- Weeks 18 - 33 Prevent Care
- Week 34 Catch-up
- Weeks 35 - 50 Prevent Care
- Weeks 51/52 Catch-up

(continued on next page)





Time Required For Inspections



PUBLIC AREAS INSPECTION SCHEDULE (REQUIREMENT = 32 HOURS/16 WEEK PERIOD)

The amount of time the maintenance person will spend in each public area will vary; however, the program assumes four hours will be required for this part of the program every two weeks.

The Inspection Checklist - Lobby/Front Desk, Corridors, Exterior, is used to guide public area preventive maintenance. Each item on the check sheet is inspected and, if necessary, cared for on-the spot, or repaired or replaced before the maintenance person moves on to the next area.

KITCHEN INSPECTION SCHEDULE (REQUIREMENT = 16 HOURS/16 WEEK PERIOD)

The amount of time the maintenance person will spend in the kitchen will vary; however, the program assumes two hours will be required every two weeks.

The Inspection Checklist - Kitchen, is used to guide preventive maintenance in this area. Each item on the check sheet is inspected and, if necessary, cared for on-the-spot, or repaired or replaced before the maintenance person moves on to the next area.

RESTAURANT INSPECTION SCHEDULE (REQUIREMENT = 16 HOURS/16 WEEK PERIOD)

The amount of time the maintenance person will spend in the restaurant will vary; however, the program assumes two hours will be required every two weeks.

The Inspection Checklist - Restaurant, is used to guide preventive maintenance in this area. Each item on the check sheet is inspected and, if necessary, cared for on-the-spot, or repaired or replaced before the maintenance person moves on to the next area.

BANQUET AREA INSPECTION SCHEDULE (REQUIREMENT = 8 HOURS/16 WEEK PERIOD)

The amount of time the maintenance person will spend in the banquet area will vary; however, the program assumes one hour will be required every two weeks.

The Inspection Checklist - Banquet Area, is used to guide preventive maintenance. Each item on the check sheet is inspected and, if necessary, cared for on-the-spot, or repaired or replaced before the maintenance person moves on to the next area.

(continued on next page)



Preventative Maintenance



EQUIPMENT INSPECTION SCHEDULE (REQUIREMENT = 128 HOURS/16 WEEK PERIOD)

Inspecting and maintaining guest and public areas is important to the guest's perception of the property, and ultimately to repeat business. A defect here can seriously affect the guest's satisfaction, but it can usually be remedied fairly quickly and its consequences limited to a few guests and the negative word-of-mouth reports by the guest to others. Problems of this type are serious but not catastrophic, and the problems can usually be fixed quickly. Nevertheless, a constant effort must be made to keep them from occurring.

Failure of equipment, on the other hand, can affect the entire property, guests, employees and visitors. The consequences of this type of problem can result in partial or complete closure of the property. Their consequences are catastrophic to the business, and repairing the damage may take days or even weeks.

Keeping property mechanical and electrical systems at their peak of operation is where preventive maintenance really shines. The maintenance of property equipment must be given top priority.

All mechanical and electrical systems will receive preventive maintenance. The amount of time the maintenance person spends with these systems will vary; however, the program assumes 8 hours will be required for this part of the program each week - 128 hours in a sixteen-week period.



Preventative Maintenance on Room HVAC

Introduction

Objective: to keep each HVAC unit that can be removed from the wall clean and working efficiently.

Materials/Supplies

- A. Warm, soapy water
- B. Clean rags
- C. Small scrub brush
- D. Two spray bottles
- E. Rubber gloves
- F. Protective eyewear

Actions

1. Lay clean rags in the bottom of the bathtub so that the unit is cushioned when you put it in the tub.
2. Unplug the HVAC unit.
3. Remove the cover.
4. Grasp the unit by the base and slide it out of the cabinet and toward you. The units weigh about 60 pounds and one side is much heavier than the other.
5. Carry the unit to the bathroom.
6. Set the unit gently on the rags in the bathtub.
7. Cover the motor with clean rags.
8. Fill one spray bottle with warm, soapy water.
9. Fill the other spray bottle with clear water from the faucet.
10. Spray the front and back coils with warm, soapy water several times.
11. Scrub the coils lightly with the brush, being careful of the fins covering the coils - they are very sharp and you could easily cut your fingers.
12. Spray clean water from the bottle to rinse the coils.
13. Allow the unit to drain for 15 minutes. During this time gather your materials and start the procedure in the next room.
14. After 15 minutes, remove the rags from the motor.
15. Gently lift the unit from the tub and wipe any remaining water off the unit.
16. Carry the unit back to the wall and slide it into place.
17. Replace the cover.
18. Plug the unit into the outlet.
19. Turn on the unit to make sure it is working.
20. Turn the unit off.
21. Wash the bathtub used for cleaning the unit.
22. Proceed to the next room.

Helpful Hint

This process should be done before the room attendant cleans the room.



Preventative Maintenance on Room HVAC

Introduction

Objective: to keep each HVAC unit that cannot be removed from the wall clean and working efficiently.

Materials/Supplies

- A. Air compressor
- B. Clean, dry rags
- C. Soft, 2" paintbrush
- D. Canister vacuum
- E. Protective eyewear

Actions

1. Plug in the air compressor and let the pressure build up per manufacturer's instructions.
2. Unplug the HVAC unit.
3. Remove the cover.
4. Brush the front of the coils gently with the paintbrush. Be careful of the fins covering the coils - they are very sharp and could easily cut your fingers.
5. Operate the nozzle on the air compressor with the thumb lever.
6. Blow air against the coils by moving the nozzle back and forth, releasing the dust.
7. Grasp the unit at the base and pull it halfway out of the cabinet.
8. With the nozzle, reach in between the fan blades and blow air through the back coils by moving the nozzle back and forth.
9. Using the vacuum, clean the dirt out of the base of the unit.
10. Slide the unit back into the wall.
11. Replace the cover of the unit.
12. Plug the unit into the outlet.
13. Turn on the unit to make sure it is working.
14. Turn off the unit.
15. Vacuum any dirt that is on the floor in front of the unit.
16. Gather your supplies and proceed to the next room.



Maintenance Checklists and Forms



Ultra Clean Preventive Maintenance Checklists

ULTRA CLEAN PREVENTATIVE MAINTENANCE CHECKLIST - PUBLIC AREA

Completely **P.M.** the items listed within each section. Write in the date each section was completed in the space provided to the right.

Date	Date	Date
DOOR CLOSERS - CHECK EXITS/SIGNS		
3 - WALLS - CEILING - DRINKING FOUNTAIN		
DOORING - WALLS - COVERINGS		
DOORING - WALLS - W COVERIN		
HUT OFF VALVES -		
- MIRROR - FACIAL SKIN DISPENSER		
R - TOWEL		

ULTRA CLEAN PREVENTATIVE MAINTENANCE CHECKLIST - EXTERIOR

Completely **P.M.** the items listed within each section. Write in the date each section was completed in the space provided to the right.

Date	Date	Date
ENTRANCE/EXIT SIGNS - SIGNS - FLAGS/POLES		
VERS - PLANTERS -		
NG - PARKING LOT AGE		
AC VENTS/GRILLS - ICING - UTILITY		
- TENNIS COURT		

ULTRA CLEAN PREVENTATIVE MAINTENANCE CHECKLIST - GUESTROOM

Completely **P.M.** the items listed within each section. Write in the date each section was completed in the space provided to the right.

ROOM #: _____

Date	Date	Date	Date
1. ENTRANCE DOOR			
DOOR EXTERIOR/INTERIOR - DOOR FRAME/HARDWARE - ELECTRIC LOCK - SECONDARY LOCK - DOOR VIEWER - DOOR CLOSER - EMERGENCY EXIT SIGN - POSTED RATES/LAWS - ENTRY LIGHT - THRESHOLD			
Notes:			
2. WALLS			
BASEBOARDS - CORNER GUARDS - PAINT/VINYL - CEILING - FLOOR TILE - CARPET - PLUGS - ARTWORK/PICTURES - VENTS/GRILLS			
Notes:			
3. FURNITURE			
DRESSER - DESK - TABLES - CHAIRS - NIGHTSTANDS - SOFA - BEDS - CREDENZA/ARMOIR - MIRRORS - LUGGAGE RACKS - WASTE BASKETS - CLOTHES RACK - REFRIDGERATOR/MINIBAR - MICROWAVE			
Notes:			
4. WALLS / BASEBOARDS / DOORS			
WIPE WALLS - DOORS FRONT/BACK - CLEAN ART - SWITCH PLATES/PHONE JACKS/WALL PLATES - CLOSET WALLS - CLOSET DOOR - LUGGAGE RACKS			
Notes:			
5. TELEPHONE			
CHECK PHONE - CHECK CLEANLINESS - MESSAGE LIGHT - CORD - WALL RECEPTACLE - PHONE ROOM PLATE - PHONE CHARGES			
Notes:			
6. TV / RADIO			
WALL RECEPTACLE - CABLE CONNECTORS - CABLE/SATELLITE BOX - SECURITY MOUNT - SERIAL NUMBERS - TV CHANNEL CHECK - TV KNOBS - TV ADJUSTMENT - CLOCK/RADIO CHECK - TV CLEANING			
Notes:			
7. CONNECTING DOORS			
CONNECTING DOOR 1INCH THROW - LOCKS - DOOR FRAMES - KNOBS - DOOR HARDWARE - THRESHOLD			
Notes:			

Ultra Clean Preventive Maintenance Checklists
may be downloaded from MyBestwestern.com

[illegible]

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Equipment Identification Label

EQUIPMENT IDENTIFICATION LABEL			
EQUIPMENT DESCRIPTION <input type="text"/>			
EQUIPMENT SERVICE <input type="text"/>		EQUIPMENT IDENTIFICATION CODE	
		<input type="text"/> (TYPE)	<input type="text"/> (NUMBER)
START-UP PROCEDURE			
CAUTIONS		UNUSUAL CONDITIONS	
<input type="text"/>		<input type="text"/>	
SPECIAL TOOLS REQUIRED			
<input type="text"/>			
HOW TO START-UP EQUIPMENT			
<input type="text"/>			
Electrical Panel or Valve Number	Electrical Panel or Valve Location	Electrical Breaker Number	Electrical Disconnect Location
SHUT-DOWN PROCEDURE			
CAUTIONS		UNUSUAL CONDITIONS	
<input type="text"/>		<input type="text"/>	
SPECIAL TOOLS REQUIRED			
<input type="text"/>			
HOW TO SHUT-DOWN EQUIPMENT			
<input type="text"/>			
Electrical Panel or Valve Number	Electrical Panel or Valve Location	Electrical Breaker Number	Electrical Disconnect Location

To obtain a printable copy of this form click [here](#)





Weekly Generator Testing and Maintenance Report

WEEKLY GENERATOR TESTING AND MAINTENANCE REPORT

Elapsed Time Before Automatic Start _____ seconds

Elapsed Time Before Automatic Start _____ seconds
(ABSOLUTE MAXIMUM TEN SECONDS)

Elapsed Time Before Automatic Start _____ Stop _____ Total _____ minutes
(MINIMUM WEEKLY RUN TIME TEN MINUTES UNDER NO LOAD,
MINIMUM SEMI-ANNUAL RUN TIME TEN MINUTES UNDER FULL LOAD)

EQUIPMENT IDENTIFICATION CODE

TYPE _____ NUMBER _____

READINGS

Output voltage _____ Volts Output amperage _____ Amps

TEST DATE _____
TIME OF TEST _____
TEST PERSON'S NAME _____

CHECK BOX

☒ OK

☐ NEEDS MAINTENANCE OR REPAIRS

☐ REPAIRS COMPLETED

☐ NOT APPLICABLE

NOTE SPECIFIC READINGS

Date Oil Last Changed _____

Date Oil Filter Changed _____

Coolant Reading _____

☐

OIL LEVEL

☐

FUEL LEVEL (FULL)

☐

WATER LEVEL

☐

GAUGES

☐

BELTS

☐

HOSE CONNECTIONS

☐

WIRING

☐

GROUND

☐

TRANSFER SWITCH

☐

BATTERIES

☐

TRICKLE CHARGER

☐

BATTERY LUGS/CONNECTORS/CABLES

WEEKLY TEST RUN COMPLETED: YES ☐ NO ☐

SEMI-ANNUAL TEST RUN COMPLETED: YES ☐ NO ☐

COMMENTS: _____

SIGNATURE OF TEST PERSON: _____

SIGNATURE OF SUPERVISOR: _____

NOTICE-THIS FORM MUST BE MAINTAINED ON FILE FOR ONE YEAR FROM DATE OF COMPLETION

To obtain a printable copy of this form click [here](#)



Safe Practices



WHAT ARE BED BUGS?

- Bed bugs are parasitic nocturnal insects that have been a human nuisance since pre-historic times. Found in and around sleeping areas, bed bugs feed on human blood. Bites are typically found in small clusters or rows on the upper torso or other areas of the body that are in contact with bedding.
- Though they are usually found hiding in and around the mattress, box spring and frame of beds, bed bugs are very mobile and can hide in furniture, luggage, lamps, picture frames, curtains, even under switch plates and carpet edges. They are also excellent hitchhikers, which has contributed to their global resurgence.

ADULT BED BUGS ARE APPROXIMATELY

1/4 INCH

LONG AND ABOUT THE SIZE, SHAPE AND COLOR OF AN APPLE SEED



ACTUAL SIZE

- Mostly eradicated in the U.S. after World War II, bed bugs have rebounded within the last decade due to increased international travel, pesticide resistance and lack of awareness.
- There is NO evidence that bed bugs spread disease. Bites are typically painless, but can cause an allergic reaction in some people leaving an itchy bump or welt that lasts for several days.
- Bed bugs feed on exposed skin, typically once per week for five to 10 minutes until they're full. After feeding, they hide in secluded places such as under mattress seams and behind headboards for up to 10 days while they digest their meal, mate and lay eggs.
- An adult bed bug can survive up to ten months without feeding, and lives between five months and one year. A single bed bug can lay as many as 500 eggs in one lifetime. Under optimal conditions, their life cycle from egg to adult is between eight and six weeks.

ALL LIFE STAGES



NYPHS, OR BABY BED BUGS, ARE SLIGHTLY SMALLER AND NEARLY COLORLESS WHEN THEY FIRST HATCH, BECOMING DARKER AS THEY MATURE. ADULT BED BUGS DO NOT FLY, BUT CRAWL WHEN SEEKING REFUGE OR A HOST.

STOPPING BED BUGS BEFORE THEY SPREAD

- Bed bugs can occur at any size and type of hotel, in any location.
- Hotel operators and their housekeeping staff are on the front lines in the fight against bedbugs. It is very important that staff are trained to identify the signs of bed bugs and that they inspect rooms daily during room cleaning to catch an infestation before it impacts guests.
- Conduct monthly training sessions with housekeeping staff and new employees showing them how to inspect a hotel room, what signs of bed bugs to look for and what to do if they suspect that bed bugs are present in a room.
- Inspections should be done in a guest room to show staff the potential areas they should check for bed bugs within your own facility. Role playing what to do when staff suspect bed bugs are present can reinforce the process.
- Ecolab and the AHLEI have created a pocket card, poster and educational video as resources to train housekeeping staff on how to recognize bed bugs. These are available free of charge at bedbugtoolkit.com.



ECOLAB

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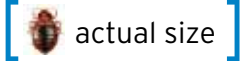
370 Wabasha Street N. St. Paul, MN 55102
US: 1.800.325.1671 Canada: 1.800.352.5326
www.ecolab.com

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STOPPING BED BUGS STARTS WITH YOU



1. Inspect guest rooms daily for bed bug activity.  actual size
2. Bed bugs prefer to live on mattresses, box springs and bed frames but can also be found within other furniture in the room.
3. When changing bed linens check for small spots of blood on the bottom sheets that could be caused by bed bugs. These may appear in a row.
4. Examine mattress seams and edges, mattress cover and box springs for signs of adult insects, nymphs and eggs. Small black spots (digested blood) similar to mold, and blood spots are signs that bed bugs may be present.
5. If bed bug activity is discovered or suspected:
 - Leave the vacuum, linens and any items used to clean the room in the room to prevent spreading bugs to other rooms.
 - Immediately notify the supervisor on duty.
 - Keep the room closed and do not allow occupancy.
6. Contact your Ecolab Pest Elimination service specialist at 1.800.325.1671 for an inspection and/or treatment service.



PONERLE FIN A LAS CHINCHES DE CAMA EMPIEZA CONTIGO

1. Inspecciona la habitación de huéspedes todos los días en busca de actividad de chinches de cama.  tamaño real
2. Las chinches prefieren vivir en colchones, en la base y en el armazón de la cama, pero también se pueden encontrar en otros muebles de la habitación.
3. Cuando vayas a cambiar las sábanas, revisa las sábanas usadas, que no haya pequeñas gotas de sangre causadas por los chinches. Las pequeñas manchas pueden aparecer en una fila.
4. Revisa la costura y las orillas del colchón, el cobertor de colchón y la base de la cama para señales de insectos adultos, ninfas y huevos. Pequeñas gotas o manchas negras (sangre digerida) parecidas a moho y manchas de sangre son señales de que pueda haber chinches de cama.
5. Si has encontrado o sospechas actividad de chinches:
 - Deja en esa habitación la aspiradora, las sábanas y otros artículos que han sido usados para limpiarla y así prevenir que las chinches se extiendan.
 - Notifica inmediatamente al supervisor encargado.
 - Cierra la habitación y no permitas que nadie la ocupe.
6. Contacta a tu especialista de Eliminación de Plagas de Ecolab al 1.800.325.1671 para una inspección o un servicio de tratamiento.



FINDING BED BUGS EARLY PROTECTS GUESTS

INSPECT DAILY



BED BUGS HITCHHIKE ON TRAVELERS' LUGGAGE OR A PERSON'S CLOTHING. BECAUSE THEY ARE NOT A SANITATION ISSUE AND CAN BE IN ANY HOTEL, INSPECT ROOMS DAILY.

SIGNS OF BED BUGS



SIGNS OF BED BUGS CAN INCLUDE SMALL BLACK SPOTS (DIGESTED BLOOD) WHICH LOOK SIMILAR TO MOLD.

INSPECT MATTRESS



EXAMINE MATTRESS SEAMS AND EDGES, MATTRESS COVER AND BOX SPRINGS FOR SIGNS OF ADULT BED BUGS, NYMPHS AND EGGS.

INSPECT HEADBOARDS



INSPECT AROUND HEADBOARD, BEHIND PICTURE FRAMES AND OTHER AREAS OF THE ROOM FOR BED BUG ACTIVITY.

LEAVE EVERYTHING IN THE ROOM



IF YOU SUSPECT BED BUG ACTIVITY, LEAVE ANY ITEMS USED TO CLEAN THE ROOM IN PLACE, CLOSE AND LOCK THE ROOM AND CALL YOUR SUPERVISOR IMMEDIATELY.

CONTACT PEST PROVIDER



CONTACT YOUR ECOLAB PEST ELIMINATION SERVICE SPECIALIST FOR TREATMENT OF THE ROOM.

370 Wabasha Street N. St. Paul, MN 55102
US: 1.800.325.1671 Canada: 1.800.352.5326
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Processing Lost and Found Items

Introduction

This provides a system for keeping lost items safe until their return is requested; reduces personal liability for guests' possessions.

Actions

1. Make sure that the guest is not still occupying the room when a lost item is found.
 - Look for luggage or hanging clothes
 - Look for any other personal items in room or bathroom
 - Ask front desk if guest is still registered at property
 - Find out if room is checked out to airline crew or other special group
2. Report lost items to Supervisor if guest has checked out.
 - Do not take item without reporting it
 - State room number where item was found
 - State name (employee)
 - Give item description
3. Ask Supervisor how item should be turned in.
4. Turn in item as instructed by Supervisor.
 - Take item to Housekeeping office, storing it in locked place
 - Do not leave item unattended on cart
 - Leave item in room for Supervisor to pick up
 - Give item to Supervisor
5. Proceed with regular cleaning duties. Refer guests' questions concerning lost and found to Supervisor





Crib safety – Look out for young guests



With the family travel season well under way, it is a good time to stop and think about your young guests. The following crib safety tips can help you assure that infants and children staying at your property will have a safe visit. Follow these simple “government advisory” guidelines from the Consumer Product Safety Commission every time you prepare a crib.

- ***Regular inspections:*** Inspect all cribs or play yards currently in use in your facility to be sure they are in good repair, meet current safety standards and have not been recalled.
- ***Training:*** Develop a training plan for your organization to be sure the people who maintain and provide cribs to your guests are safety-conscious.
- ***Informational materials:*** Check the information materials on the Consumer
- ***Product Safety Commission’s web site*** to see how you can incorporate them into your program. You may wish to develop materials to hand out to your customers with safety tips.
- ***Recalls:*** Get the appropriate person put on CPSC’s automatic recall notifications list, so you will be promptly informed about any future recalls.
- ***For more information, visit www.cpsc.gov or call 800-638-2772.***



Hotel and Motel Crib Safety Checklist

This document is from the Consumer Product Safety Commission's web site. This is a "government advisory" of a possible checklist for crib inspections.

Hotel and Motel Crib Safety Checklist

Crib brand name and model # _____

Check the crib for the following safety hazards:

- | | | |
|---|---------|--------|
| 1. Crib has been recalled (check on CPSC's web site). | ___ Yes | ___ No |
| 2. Crib slats are more than 23/8 inches (60 mm) apart. | ___ Yes | ___ No |
| 3. Slats are loose, missing, or cracked. | ___ Yes | ___ No |
| 4. Mattress is too loose -- more than two finger-widths between the edge of the mattress and the crib side. | ___ Yes | ___ No |
| 5. Corner posts are higher than 1/16th inch (1 1/2 mm). | ___ Yes | ___ No |
| 6. There are cutouts in the headboard or foot board. | ___ Yes | ___ No |
| 7. Drop-side latches could be easily released by baby. | ___ Yes | ___ No |
| 8. Screws or bolts that secure crib components are loose. | ___ Yes | ___ No |
| 9. Mattress support is not securely attached to head/foot board. | ___ Yes | ___ No |
| 10. Crib is provided with a normal sheet instead of a crib sheet. | ___ Yes | ___ No |
| 11. Crib is provided with a pillow, comforter, or soft bedding. | ___ Yes | ___ No |

Additional comments or concerns:

Note: If any item receives a "yes" response, the crib should be removed from service until it is repaired or replaced.

For additional safety information on cribs and other children's products, visit CPSC's web site (www.cpsc.gov) or call its toll-free hotline (800/638-2772).

To obtain a printable copy of this form click [here](#)



Hotel and Motel Crib Safety Checklist

This document is from the Consumer Product Safety Commission's web site. This is a "government advisory" of a possible checklist for crib inspections.

Mesh Cribs/Play Yards

Play yard brand name and model # _____

Check the mesh crib/play yard for the following hazards:

- | | |
|---|----------------|
| 1. Mesh crib/play yard has been recalled (check on CPSC's web site). | ___ Yes ___ No |
| 2. Mesh has large weave (1/4 inch openings or greater). | ___ Yes ___ No |
| 3. Mesh has tears, holes, or loose threads. | ___ Yes ___ No |
| 4. Mesh is not securely attached to top rail and floor plate. | ___ Yes ___ No |
| 5. Top rail cover has tears or holes. | ___ Yes ___ No |
| 6. If staples are used, some are missing, loose or exposed. | ___ Yes ___ No |
| 7. Mesh crib/play yard is provided with a pillow, comforter, or other soft bedding. | ___ Yes ___ No |

Additional comments or concerns:

Note: If any item receives a "yes" response, the crib should be removed from service until it is repaired or replaced.

For additional safety information on cribs and other children's products, visit CPSC's web site (www.cpsc.gov) or call its toll-free hotline (800/638-2772).

To obtain a printable copy of this form click [here](#)



Additional Resources



Improve Guest Satisfaction



1. Use Checklists

- Walk the property daily.
- Know your property.
- No surprises.

2. Conduct Self Assessments

- Have rooms inspected every day.
- Have Housekeepers check each other's rooms.
- You inspect rooms with Housekeepers.

3. Implement a Work Order System

- System should reduce oral communication as well as paper work.
- Have the ability to prioritize work.
- Easily provide Management with the ability to evaluate the flow of problems and the time required to correct them.

4. Deep Cleaning Schedule

- Addresses certain areas and features commonly overlooked.
- Specific items can be added each day to their normal duties.

5. Start a Preventive Maintenance Program

- PM is a systematic and proactive approach to be sure all equipment and machinery is in good working order with minimal down time.
- Increase life of equipment and rooms therefore lower capital expenditures and remodeling costs.
- Decrease in number of work orders.
- More satisfied guests.

6. Capital Plan

- 3-year reinvestment strategy.
- Used to upgrade facilities and replacement of worn furnishing and equipment.
- These funds are in addition to routine repair and maintenance.
- A capital replacement reserve fund of a minimum of 3% to 5% of gross sales is necessary.

(continued on next page)



Improve Guest Satisfaction



7. Incentive Plans for Staff

- Instrumental in keeping up cleanliness standards.
- Motivate employees.
- Boost employee morale.
- A fun and rewarding way to achieve your goals of overall improved property condition.

8. Spend the Night at Your Hotel

- Randomly select a regular guest room and stay the night.
- You will receive a first hand perspective of what your guests actually are experiencing, not just what you think they are experiencing.

9. Spend the Night at Each of Your Competitors

- Stay in their regular rooms.
- Compare the experience between what you are providing and the product and amenities of the competition.

10. Work with Your Assessor/RSM

- Your Assessors/RSMs are continually trained to provide the Members the very best in Operational Services and advice.
- They can help you access assistance from Best Western.

UTILIZE YOUR Assessor/RSM.



Sample Housekeeping Incentive Program

Here are some examples of good, on-going incentive programs for the Housekeeping department. To keep examples simple and less wordy, room attendants will be referred to as a female.

1. \$5 BILL PROGRAM. Hide a \$5 bill in one room. If the money is found, the room attendant is congratulated for her thoroughness and the money is hers. If the money is not found, show the attendant where the money is hidden. Then, explain how the money would have been found if the cleaning procedure (for the area where the money was hidden) had been followed.

2. TEN DOLLAR PROGRAM. This program is a weekly program and rotates among the room attendants. At the end of each week, one attendant is selected for the program. She is given ten \$1 dollar bills and a copy of her weekly room inspection report. For every major discrepancy on that report, she gives back one dollar (up to eight total, she gets to keep two). Reinforce the fact that the \$10 was hers, and if there had been no major discrepancies she would still have \$10. Instead, she only has X dollars.

3. QA ASSESSMENT PROGRAM. This program is tied directly to the QA Assessment Report:

a) In the QA Program, each room attendant has her rooms inspected X times per week, based on her previous week's quality grade score. During one month, ten (10) rooms of those inspected would be chosen for the incentive program.

b) At the beginning of the month, each room attendant receives a worksheet with a starting dollar amount, i.e., \$50.

c) Using the QA Assessment form for rooms, the housekeeper would put a star by the room to indicate it is part of the incentive program and conduct a normal inspection of the room.

d) As cleaning mistakes (discrepancies) occur, each attendant is "fined" for the mistake(s). The cost of the fines range from \$.25 to \$2, depending on the severity of the discrepancy. There are also opportunities to increase the original amount. If an attendant goes over and above the call of duty, she can receive an award of \$1 or \$2 depending on what was done. Their awards are called "rewards".

e) At the end of the month, the incentive payment can be given out in one of two ways, depending on the total amount allocated for the department's incentive program. The two ways are: (1) all staff members receive payment, or (2) only the top four staff members receive payment. In either case, one of the rules should be that the attendants quality grade score was 80% or above for the month.

No matter which incentive program you select as your departments on-going program, have an occasional "surprise" program. This helps to keep staff wondering what is coming next and they will look forward to being on the job tomorrow.

(continued on next page)



Sample Housekeeping Incentive Program



4. CLEAN-UP CASH. Offer a room cleaning incentive of \$.25 cents per room if the room passes inspection. Use this during a busy season – the summer vacation months, for example – when other hotels are competing for a limited labor supply.

5. BEST EFFORT EARNS A BONUS. Extra effort earns extra cash in this monthly competition. Points are awarded (0-15) based on the Best Western Quality Assurance inspection form. Rooms are inspected daily by the General Manager, Manager on Duty and/or Executive Housekeeper. Housekeepers may go on any inspections. A weekly spread-sheet is posted in the Housekeeping Department so all housekeepers can read up-to date scores. At month's end, the housekeeper with the highest point value receives a \$25 bonus.

6. BOOSTING MORALE. Low morale in housekeeping can affect every aspect of a hotel's operation. Create a program to show housekeepers that the work they do is absolutely essential to your operation. Host a catered luncheon once a month just for the housekeeping and maintenance staff. Feature fancy foods from steak to strawberry mousse. During the luncheon, various managers talk about how their department is affected by housekeeping's work. Also make the luncheon a forum at which housekeepers can discuss problems and suggest improvements.

7. GUEST SATISFACTION PAYS. Here's an incentive based on positive guest response, not an evaluation by hotel management. Each day the housekeeper leaves a tent card with her name on it in each room that she cleans. Each good comment earns the housekeeper one lottery ticket. The housekeeper with the highest weekly total of positive comment cards receives an additional three lottery tickets. Lottery prizes can include gift certificates at department stores or grocery stores, as well as items from the hotel gift shop or restaurant.

8. GET IN THE GAME. Each housekeeper who does not miss any scheduled days, arrives on time each day, and meets room inspection requirements is allowed to play in a Bingo game each Tuesday during the lunch hour. The winner of the Bingo game earns \$25.

9. KEEPERS ARE WINNERS. Use the "Jeopardy" program during a busy season when housekeepers may need some morale-boosting. Each housekeeper should be inspected two or three times during the period and have the opportunity to earn extra cash. The hotel gives each housekeeper \$10 in quarters, then takes back a quarter for each deficiency. Feedback is given with each discrepancy to let the housekeeper know how to correct the problem. Other departments are involved too: the maintenance department receives \$10 and has quarters deducted when maintenance deficiencies are found; and anytime a housekeeper must surrender a quarter, the money is given to the laundry department which divides the accumulated quarters among laundry workers.



Deep Cleaning Break Even Costs



DEEP CLEANING BREAK EVEN COSTS

- **Labor Hours to Deep Clean Room**

- Unload, PM, Deep Clean, Reload _____
- # of Staff Required _____
- Average Employee Wage X _____
- Cost to Deep Clean 1 Room = _____
- Total Rooms in Hotel X _____
- **Total Labor Cost** = _____

- Annual Occupancy % _____
- Average # of Rooms Sold / Night = _____
- Average % Stay Awhile Guests X _____
- Rooms / Night of Stay Awhile Guest = _____
- 35% request limited or no service X _____
- 30 mins. per room, ½ hourly wage X _____
- **Total Monthly Labor Cost Savings** = _____

- **Breakeven Point** _____



To obtain a printable copy of this form click [here](#)



I Care 2 Estimated Costs



Best Western
I Care

I CARE 2 ESTIMATED COSTS

INSTRUCTIONS

1. Enter your hotel's Deep Cleaning & P.M. information in the 2nd section below (Boxes 1-4)
2. Enter your hotel's specific information in the 1st section below (Boxes 5-9)

Estimate of the total cost to Ultra Clean rooms & the time to Return on Investment will auto calculate based on the information provided.

SPECIFIC HOTEL CLEANING INFORMATION

1. **MINUTES** required to Unload a room for P.M. & Deep Cleaning
(2 Staff Members @ 30 minutes each = 60 Minutes)
2. **HOURS** required to fully P.M. a room
(2 Staff Members @ 2 hours each = 4 Hours)
3. **HOURS** required to fully Deep Clean a room
(2 Staff Members @ 2 hours each = 4 Hours)
4. **MINUTES** required to Reload a room from P.M. & Deep Cleaning
(2 Staff Members @ 30 minutes each = 60 Minutes)

SPECIFIC HOTEL INFORMATION

5. Number of rooms at the hotel
6. Average Annual Occupancy %
7. Average % of Guests that stay more than 1 night
8. **MINUTES** given to clean a room (industry average is 30 minutes)
9. Average Wage paid to Maint. & Hskp staff

HOTEL COSTS	TOTAL
Minutes to Unload Room / Staff	0
Hours to P.M. / Staff	0.00
Hours to Deep Clean / Staff	0.00
Minutes to Reload Room / Staff	0
Total Labor Hours / Room	0.00
Ave Wage \$	-
Total Labor \$'s / Room	\$ -
Total Rooms / Hotel	0
Total Labor Hours to Ultra Clean Rooms	0.00
Total \$'s to Ultra Clean Rooms	\$ -

RETURN OF INVESTMENT	TOTAL
Ave Occ. %	0%
Total Rooms / Hotel	0
Ave Rooms Sold / Day	0
Ave % Stay Awhile Rooms	0%
Ave # of Stay Awhile Rooms	0
Ave IC2 electing no svc	35%
Elect No Clean / Day	0
Average Min. to clean room	0
Hours saved / day	0.00
\$'s saved / day	\$ -
\$'s saved / month	\$ -
Months to ROI	#DIV/0!

To obtain a printable copy of this form click [here](#)



For More Information

Best Western Education and Training
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Additional Training Resources at
www.bwiuniversity.com



Education & Training