



Sample Cleaning Schedule for Accommodation Properties

SAMPLE

This is a sample only and needs to be
amended to suit each property.



RANDOM CHECKING OF CLEANING QUALITY

Unit/Room #:	Cleaned by:
Date:	Checked by:

Kitchen	✓/X	Comments
All crockery/glassware utensils accounted for and clean		
Fridge empty/cleaned/defrosted if necessary		
Microwave and stove clean		
No crumbs in toaster or cutlery drawers		
Teapot empty		
Correct number tea/coffee/sugar sachets		
Salt & pepper shakers full		
Bathroom		
Behind toilet S bend dust free		
Shower drain clean of hair, soap etc		
No dust on bathroom fixtures		
Shower including tiles, door/curtain has no mould/ stains/residue		
Spare roll of toilet paper		
Hair dryer working		
"No evidence of prior occupation " (eg hair)		

SAMPLE

This is a sample only and needs to be amended to suit each property.



Bedroom		
Bed presentation excellent, including making, condition of covers etc		
Radio alarm reset to "off"		
Correct number of coat hangers		
Mattress and pillow protectors showing no stains and in good repair		
No items left under beds, in bedside cabinets, drawers or wardrobe		
Overall Unit		
Vacuumed - under beds - under couches		
No high level dust on - picture frames - curtain tracks - mirrors - wardrobes - curtains		
All light bulbs working		
TVs - dusted - tuned to correct channels - remote working		
No dust on skirting boards and no accumulated dirt in corners		
All appliances turned off and cords tucked away		
All mirrors/glass clean and streak-free		
Telephone clean		
No stains on carpet or furniture		

SAMPLE

This is a sample only and needs to be amended to suit each property.



Curtains arranged neatly		
Unit/room smells fresh		
Time on clock/microwave correct		
All rubbish removed		
No finger marks, wipe or smudge marks visible when lights turned on		
Compendium has all contents and looks attractive		
Customer feedback and breakfast order forms available		
Do not disturb sign available		
Dry-cleaning bag/form available		
Fire evacuation instructions on display		
Today's special: - Whatever was special housekeeping focus of day		
General Comments/feedback for staff:		

SAMPLE

This is a sample only and needs to be amended to suit each property.



MONTHLY, TWO MONTHLY OR QUARTERLY CLEANING SCHEDULE

Unit/Room #:	Cleaned by:
Date:	Checked by:

Item	Date of Clean (initials/date to be inserted with each check)					
	No 1	No 2	No 3	No 4	No 5	No 6
Carpets cleaned						
Curtains cleaned						
Sofas (washed or dry cleaned)						
Cushion covers cleaned						
Fridges defrosted						
Cutlery soaked						
Light fittings/ shades cleaned						
Oven cleaned						
Mattresses turned						
Windows cleaned						
Etc						

SAMPLE

This is a sample only and needs to be amended to suit each property.



WEEKLY CLEANING SCHEDULE

Unit/Room #	Cleaned by:
Date:	Checked by:

Item	Date of Clean (initials/date to be inserted with each check)						
	No 1	No 2	No 3	No 4	No 5	No 6	Etc
Under microwave							
Window sills							
High dusting							
Low dusting							
Toilet S-bend							
Spa bath jets							
Reception area dusting							
Windows (inside)							
Windows (outside)							
Tiles scrubbed							
Continental blankets washed							
Cutlery drawers wiped							
Etc							

SAMPLE

This is a sample only and needs to be amended to suit each property.



SERVICE STANDARDS FOR DAILY CLEANING & SERVICING OF UNIT/ROOM

Note: These schedules should be:

- in each "trolley"
- in job descriptions of housekeeping staff
- sighted by Qualmark assessor
- in use at all times

Task		Service Standard Examples
1	Preparation	Arrive at units by xx am with uniform and name badge on, correct cleaning equipment, supplies of linen, consumables, condiments etc.
2	Order of work	Each unit is completed before the next is started.
3	Security	Leave door open while in each unit. Guests' property is not disturbed. All units locked and windows shut when not in the area.
4	Entering the unit	No surprises for guest (ie knock on door, wait 20 seconds and open door announcing yourself.)
5	Bedroom	Bed stripped and changed to presentation standards (detail these). No stains on pillows, protectors or under-blankets. No dust on bedside tables. Pillows returned to wardrobe ensuring pillows on bed are evenly matched. Nothing left under bed or in drawers, bedside cabinets or wardrobe. Any items left behind handed to manager. Correct number of coat-hangers in wardrobe.
6	Bathroom	Basin and bench-top clean, dry and plug placed to the left of mixer (or whatever is your standard). Shower sprayed, wiped, rinsed, dried, has clean curtain/ door. Two fresh towels per person folded in two lengthwise and hung on heated rail.

SAMPLE

This is a sample only and needs to be amended to suit each property.



		<p>Toilet rolls, soap etc topped up to agreed number (detail these).</p> <p>Room smells fresh.</p> <p>Etc.</p>
7	Kitchen	<p>No crumbs in toaster.</p> <p>Microwave/stove clean and fresh.</p> <p>Teapot/jug empty and wiped.</p> <p>Correct number of condiment sachets (detail these).</p> <p>Fridge emptied, clean and fresh.</p> <p>Dishes/cutlery/glasses washed, dried and stored in correct place (detail these).</p> <p>Correct number of dishes, cutlery, glasses in unit.</p> <p>Etc.</p>
8	General	<p>All rubbish removed and bins clean with new liners.</p> <p>All light bulbs working.</p> <p>All floors vacuumed/washed and clean.</p> <p>TVs clean, working, tuned to correct channel and got remotes.</p> <p>Alarm clock reset.</p> <p>All clocks show correct time.</p> <p>Iron emptied and returned with board to its storage place.</p> <p>Phone/s clean.</p> <p>Hair dryer clean and works.</p> <p>Correct items on coffee table/desk.</p> <p>Etc</p>
9	Departure	<p>All rubbish and dirty linen removed.</p> <p>All windows closed.</p> <p>Curtains looking neat and tidy.</p> <p>Everything well presented.</p> <p>All lights off.</p> <p>All doors locked.</p> <p>Etc</p>

SAMPLE

This is a sample only and needs to be amended to suit each property.

