

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Preventive Repair and Maintenance	<i>CODE:</i> 03.05.021 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 1
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Policy & Procedure:

In order to maintain guestrooms in a good working condition a preventative maintenance and general cleaning program needs to be implemented.

Housekeeping in liaison with Engineering and Front Office to schedule rooms for preventative maintenance and general cleaning in advance.

Housekeeping to block rooms accordingly.

Prior to Engineering entering the room:

- Remove all bedding, curtains and shower curtains for washing / dry cleaning.
- Place all amenities and supplies in drawer of desk and / or luggage rack
- Protect bed, carpet and upholstered furniture items with discarded sheets.

After completion by the Engineering department:

- Rooms to be inspected against the standard checklist.
- Wipe down wall covering
- Clean and dust all fixtures and light fittings.
- Ensure mattress is turned to correct position according to month.
- Wash bathroom walls.
- Clean all bathroom fittings, remove lime scale.
- Shampoo room carpet and furniture
- Replace all items accordingly and make up room.

A room control chart is to be maintained in the Housekeeping office.

Preventative maintenance should be scheduled according to business, however at least two rooms per week can be scheduled in order to complete all the rooms.

All rooms should go through preventative maintenance and general cleaning at least once per annum.