

	RESOURCE LIBRARY - LAUNDRY Task: Entering Guest Rooms	CODE: 03.06.006
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OBJECTIVE: To ensure guest are not disturb unduly and that sufficient warning is given of impending entrance to room.

PROCEDURE:

What	How	Why
1. Check Room Status	Look to see if the DND light is on. Do not knock if DND light is on.	To respect guest privacy.
2. Announce Presence	Ring the doorbell once, wait 10 counts, then ring the bell again and wait another 10 counts.	To give sufficient time for the Guest to respond.
3. Insert Key	Insert the key card into the lock, if a red light shows, the guest may have double locked the room or the card is not working. If the green light shows then you can enter the room.	To check if the key works and if the guest has double locked the room.
4. Announcing	Ring the bell again and slowly enter the room announcing "laundry".	In case the chain lock is on or the guest is sleeping.
5. If the Guest is in...	Ask if you can deliver the laundry, if they decline, politely ask for a convenient time to return.	To offer service at a convenient time to the guest.
6. If the Guest is sleeping	Quietly withdraw from the room	Avoid disturbance
7. If the Guest returns while you are in the room	Politely inform guest that you are delivering the laundry.	Guest convenience
8. Delivery of laundry Card	Should be placed on the bed.	Indicates delivery of items
9. Do not allow persons into the room	Other team members or friends are not permitted to be in the room unless with prior authorization	Control