

HOUSEKEEPING

Date _____

Time _____

Location _____

Internal Audit		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Scheduling					
1	Are daily room assignment sheets available in advance?	1				
	Do you have:	1				
2	Production/staffing standards?	1				
3	Shift incentives?	1				
4	Pre-shift briefings?	1				
5	Do you utilize guest attendance performance sheets?	1				
6	Do you schedule based on forecasts from front office management?	1				
7	Automated, computerized scheduling program is in use?	1				
	Quality					
8	Are there any tangible rewards associated with improvements in quality?	1				
	Inspections					
9	Are inspections conducted by supervisory level staff?	1				
10	Are inspections carried out daily?	1				
11	Is there a follow-up after inspections?	1				
	Teams					
	Do you utilize guestroom attendant teams for:	1				
12	Preventive maintenance?	1				
13	Deep cleaning?	1				
14	Special projects?	1				
	Scheduling of Sections					
	Do you have procedures in place and are followed to:					
15	Utilize housekeeping reports to assign sections?	1				
16	Monitor pay roll and productivity?	1				
17	Prepare work schedules?	1				
	Carts					
	Do you have procedures in place and are followed to:					

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		Max	Actual	Y	N	
18	Stock GRA carts before shift?	1				
19	Stock carts after shift?	1				
20	Maintain cart supply par levels?	1				
21	Perform preventative cart maintenance?	1				
22	Are cart supply par levels reviewed regularly?	1				
	Storage					
	Do you have procedures in place and are being followed to:					
23	Store brooms, mops, buckets, cleaning material?	1				
24	Store linen?	1				
25	Store guest amenities and supplies?	1				
26	Maintain cleanliness and organization of storage areas?	1				
27	Secure storage area?	1				
	operations					
28	Do you have procedures in place to rush urgently required rooms?	1				
29	Do you have procedures in place to handle VIP guests?	1				
30	Do you have procedures in place to allow guests to enter while the room is being cleaned?	1				
31	Do you have procedures in place to follow up on maintenance issues?	1				
32	Do you have procedures in place to forward messages to GRA's?	1				
33	Do you have procedures in place to return unused room service items?	1				
34	Do you know the variable cost to clean a room?	1				
	Do you have procedures in place and are followed to:					
35	Comply with DND signs?	1				
36	Check deadbolt/electronic lock before knocking?	1				
37	Enter a guestroom?	1				
38	Handle lost and found items?	1				
39	Assure completion of room assignments?	1				
40	Report problems to maintenance?	1				

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		Max	Actual	Y	N	
41	Report out-of-order rooms?	1				
42	Complete housekeeping report?	1				
43	Monitor service standards?	1				
44	Have daily pre-shift meetings?	1				
45	Guests refusing service?	1				
46	Maintain secure key control?	1				
47	Inspect guestrooms?	1				
48	Inspect public areas?	1				
49	Employee use of guest telephone or bathroom?	1				
50	Turndown service?	1				
51	Special guest requests?	1				
52	Position GRA cart?	1				
	HOUSEKEEPING COMMUNICATION					
53	Are procedures in place to ensure that the front desk is informed of cleaned rooms in a timely matter?	1				
54	Is there a telephone room status reporting system in place?	1				
55	Are procedures in place to bring back out-of-order rooms in a timely manner?	1				
56	Do you have procedures in place to conduit managers and supervisors with guest complaints?	1				
57	Do you have a complaint management system?	1				
58	Do you have a complaint tracking system?	1				
	Rooms Control in Housekeeping					
	Do you have procedures in place and are followed to:					
59	Call housekeeping office?	1				
60	Report room-status?	1				
	Interdepartmental:					
	To the Front Office or Maintenance					

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	Do you have procedures in place and are followed to report:					
61	Ready rooms?	1				
62	Problems to maintenance?	1				
	Do you have procedures in place and are followed to report:					
63	Room status to front desk or logged into computer?	1				
64	Out-of-order rooms?	1				
65	Late checkouts?	1				
	Do you have procedures in place and are being followed to:					
66	Take phone messages?	1				
67	Handle late checkouts?	1				
68	Report ready rooms/checkouts?	1				
69	Out-of-order rooms?	1				
	Work Orders					
	Do you have forms and are they used to report:					
70	Room damage?	1				
71	Defective equipment?	1				
72	Maintenance requests?	1				
73	Out-of-order rooms?	1				
	Follow-Up					
	Do you have procedures in place and are they followed to:					
74	Pick up and log guest requests?	1				
75	Recheck DND rooms?	1				
76	Recheck amenities (i.e., towels)?	1				
	Guests					
	Do you have procedures in place and are they followed to:					
77	Ensure telephone etiquette?	1				
78	Use before entering a guestroom?	1				
79	Use guest names?	1				
80	Maintain standards during guest contact?	1				

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		Max	Actual	Y	N	
81	Use standard guest greetings?	1				
82	Offer guest assistance?	1				
83	Provide rapid response to guest requests?	1				
84	Respond to guest complaints?	1				
85	Verify guest intentions of checkout time?	1				
	CLEANING: ROOMS					
87	Are checklists available for use?	1				
88	Do you have procedures in place to give out and collect keys in a supervised and efficient manner?	1				
89	Do you use photos to teach proper room setup?	1				
90	Do you have procedures in place to ensure accurate time punching for employees?	1				
	Entry					
	Are procedures in place and being followed for:					
91	Do not disturb signs (DND)?	1				
92	Checking deadbolt/electronic lock before knocking?	1				
93	Entering a guestroom?	1				
94	Positioning the cart in the doorway?	1				
	Bathroom					
	Are procedures in place & being followed for cleaning the:					
95	Vanity?	1				
96	Mirror?	1				
97	Rim, lid, bowl & base of commode?	1				
98	Shower and curtain/door?	1				
99	Floor?	1				
100	Walls?	1				
101	Towel rack?	1				

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Internal Audit		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
102	Sink & fixtures?	1				
103	Drains clean/clear?	1				
104	Door?	1				
105	Light switch plates?	1				
106	Doorknobs?	1				
107	Vent fan?	1				
108	Bath tile?	1				
109	Hair dryer?	1				
110	Ashtrays?	1				
111	Trash receptacles?	1				
112	Soap dishes?	1				
113	Glassware?	1				
114	Ice bucket?	1				
115	Coffee maker?	1				
116	Towels stocked?	1				
117	Follow up for replenishing towels to par?	1				
	Living Area					
	Are procedures in place and being followed to:					
118	Open drapes upon entering room?	1				
119	Vacuum the carpet?	1				
120	Remove and return room service items?	1				
121	Check carpet for spotting shampooing?	1				
122	Check TV sound/picture/remote?	1				
123	Are procedures in place and being followed to:	1				
124	Set clock radio time/station/sound level?	1				
125	Check smoke detector operation?	1				
126	Arrange furniture?	1				
127	Arrange/replenish collateral material?	1				

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Internal Audit		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
128	Check hangers in closet?	1				
129	Set heating ventilation and cooling (HVAC) controls?	1				
130	Check and restock mini-bar?	1				
	Dust/clean:					
131	Mirrors/pictures including tops and frames?	1				
132	Lamps/shades?	1				
133	Windows/sills?	1				
134	TV?	1				
135	Telephone?	1				
136	Clock/radio?	1				
137	Furniture?	1				
138	Refrigerator/wet bar?	1				
139	Drapes/blinds/valance?	1				
140	Closet shelf?	1				
141	Iron/board?	1				
142	Luggage rack?	1				
143	A/C vents?	1				
144	Interior of dresser/armoire?	1				
145	Walls?	1				
146	Cobwebs/ceiling?	1				
147	Smoke detector?	1				
148	All wiring/cables?	1				
149	Ashtrays?	1				
	General					
	Do you have a checklist for:					
158	Guest room cleaning?	1				
159	Guest amenities?	1				

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		Max	Actual	Y	N	
160	Amenity placement?	1				
	Do you have a checklist for:					
161	Guest supplies?	1				
162	Furniture placement?	1				
163	Cart stocking?	1				
	Are procedures in place and being followed for:					
164	Start/end of day?	1				
165	VIP rooms?	1				
166	Picking up daily room assignment?	1				
167	Communication with guest in room?	1				
168	Proper chemical use/handling?	1				
169	Cleaning rag usage?	1				
170	Deep cleaning schedule?	1				
171	Changing room deodorizers?	1				
172	Handling/disposal of hazardous materials?	1				
173	Emergency odor problems?	1				
	CLEANING: PUBLIC AREA					
1	Are checklists available for use?	1				
2	Corridors, Stairs, Elevators, and Vending Areas	1				
	Are cleaning procedures in place and being followed for:	1				
3	Vacuuming carpets?	1				
4	Stairwell steps?	1				
5	Handrails?	1				
6	Ceiling?	1				
7	Walls?	1				
8	Baseboards?	1				
9	Guest/service elevators?	1				

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		Max	Actual	Y	N	
10	Vending areas and vending machines?	1				
11	Ice machines/drains?	1				
12	Ash urns?	1				
13	Trash receptacles?	1				
14	Fire extinguisher boxes?	1				
15	Windows/frames?	1				
16	Doors?	1				
17	Light-bulbs/fixtures?	1				
18	Directional/emergency signs?	1				
	Lobby					
	Are cleaning procedures in place and being followed for:					
19	Carpet?	1				
20	Hard floor surface?	1				
21	Walls?	1				
22	Ceiling?	1				
23	Baseboards?	1				
24	Trash receptacles?	1				
25	Public telephone?	1				
26	Are cleaning procedures in place and being followed for:	1				
27	Mirrors?	1				
28	Furniture?	1				
29	Chandelier?	1				
30	Brass?	1				
31	Marble?	1				
32	Entry doors?	1				
33	Windows?	1				
34	Displays?	1				
35	Signage?	1				

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Internal Audit		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
36	Lighting fixtures?	1				
37	HVAC vents?	1				
38	Planters?	1				
39	Continental breakfast area?	1				
	Restrooms					
	Are cleaning procedures in place and being followed for:					
40	Signage?	1				
41	Door/frame/knob?	1				
42	Sink?	1				
43	Drains clean/clear?	1				
44	Pipes underneath sink?	1				
45	Vanity?	1				
46	Mirrors?	1				
47	Restocking soap dispenser?	1				
48	Restocking hand towel dispenser?	1				
49	Commode/urinal?	1				
50	Partitions?	1				
51	Restocking tissue dispensers?	1				
52	Vending dispensers?	1				
53	Floor?	1				
54	Ceiling?	1				
55	Walls?	1				
56	Trash receptacles?	1				
57	HVAC vents/fans, odor control?	1				
	Exterior					
	Are cleaning procedures in place and being followed for:					
58	Trash receptacles?	1				
59	Ash urns?	1				

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Internal Audit		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
60	Windows/frames?	1				
61	Walkways?	1				
62	Parking lot?	1				
63	Delivery area?	1				
64	Motor entrance?	1				
65	Entry?	1				
66	Pool area?	1				
67	Pool furniture?	1				
68	Light fixtures?	1				
69	Signage?	1				
	Back of the House					
	Are cleaning procedures in place and being followed for:					
70	Front desk area?	1				
71	Laundry?	1				
72	Employee lounge area?	1				
73	Restrooms?	1				
74	Linen room?	1				
75	Storage rooms?	1				
	Food and Beverage Outlets					
76	Are cleaning procedures in place and being followed for food and beverage outlets and banquet facilities?	1				
	General					
	Are cleaning procedures in place and being followed for:					
77	House-person duties?	1				
78	Odor control in smoking sections of building?	1				
79	All building surfaces?	1				
80	Recreation facilities?	1				
81	Meeting rooms/suites/banquet facilities?	1				

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	GUEST SERVICES					
	Do you have procedures in place and being followed for:					
1	Lost and found articles?	1				
2	Placing guest's personal items?	1				
3	VIP rooms?	1				
4	Turndown service?	1				
5	Special guest requests?	1				
6	Breakfast door hanger requests?	1				
7	Extra toiletry item request?	1				
8	Roll-aways?	1				
9	Wheelchairs?	1				
10	Telephone etiquette?	1				
11	Conversation with guest?	1				
12	Baby beds?	1				
	Do you have procedures in place and being followed for:	1				
13	Concierge services?	1				
14	Complete information on all property facilities?	1				
15	Mini-bar restocking?	1				
	EXPENSES					
	Do you have procedures in place and being followed for:					
16	Determine occupied rooms, dirty vacant rooms, rooms to be cleaned?	1				
	Budgeting					
	Do you have procedures in place and being followed for:					
17	Utilize staffing guides?	1				
18	Monitor productivity?	1				

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Internal Audit		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
19	Monitor payroll?	1				
20	Summarize capital improvement needs on schedule?	1				
	Quality Management					
	Do you have procedures in place and being followed to ensure quality control according to set standards?					
21	Do you have quality assurance forms and are they being used?	1				
	Inspections					
	Do you have procedures in place and being followed to inspect:					
22	Guest rooms?	1				
23	Public areas?	1				
24	Back-of-the-house areas?	1				
25	Building condition?	1				
	Age and Inventory Condition					
26	Do you have a system in place and is it being utilized to monitor age and condition of furniture, fixtures and equipment (FF&E)?	1				
	INVENTORIES					
27	How often are physical inventories taken?	1				
28	Do you have a known cost per amenity?	1				
29	Do you know the cost of the cleaning supplies?	1				
30	Are there procedures in place to require employees to sign for supplies?	1				
31	Are there procedures in place to monitor supply usage?	1				
	Par Levels					
	Do you maintain par levels for:					
32	Linen?	1				
33	Guest room amenities and supplies?	1				
34	Cleaning supplies?	1				

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	Inventory Management					
	Do you have procedures in place and being followed for:					
35	Maintain standards of guest room linen?	1				
36	Stock GRA carts?	1				
37	Inventory, store and issue all supplies?	1				
38	Inventory, store and issue employee uniforms?	1				
	Guest Room Amenities					
	Do you have procedures in place and being followed for:					
39	Check and replace guest room amenities?	1				
40	Check and replace room collateral material?	1				
41	Maintain specifications of guest room amenities?	1				
42	Place amenities, collateral material and personal guest items in a designated location?	1				
	HOUSEKEEPING PURCHASING					
	Linen					
	Do you have procedures in place and being followed for:					
43	Linen by bid process?	1				
44	Linen by specifications?	1				
	Guest Room Supplies and Amenities					
	Do you have procedures in place and being followed to purchase:					
45	Furniture?	1				
46	Carpet?	1				
47	TV/radio?	1				
48	Drapes?	1				
		1				

TOTAL Points reached in this Area:	298	0	0	0	Minimum to be reached:
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Internal Audit	Points		STANDARD MET		Comments/ Follow-up Action
	Max	Actual	Y	N	
Performance in % in this Area	100%		0.0%	0.0%	80%