

✓ CHECKLIST - DEPARTURE ROOM CLEANING

🔍 Phase 1 - Initial Assessment

- Open curtains fully, natural light reveals defects
- Open the window if weather permits, ventilate the room
- Turn all lights on to inspect under full illumination
- Set the thermostat to neutral, 21 to 22 °C
- Quick visual scan, note any unusual condition
- Check for guest belongings, follow Lost & Found procedure if found

🧺 Phase 2 - Strip and Removal

- Strip all bed linen into the laundry bag
- Remove all used towels into the laundry bag
- Empty all bins with transparent bags for waste removal
- Remove used glasses for proper washing
- Remove used amenities and any room service items
- Notify F&B for room service tray collection

🚿 Phase 3 - Bathroom Deep Clean

- Work clean to dirty, top to bottom, dry to wet
- Clean mirrors, vanity and sink with the appropriate cloth
- Clean shower or bathtub, tiles, grout, drain and door
- Clean the toilet inside, outside, base and behind
- Clean the floor, corners and behind toilet, no hair anywhere
- Set up amenities aligned, labels facing the guest

🧹 Phase 4 - Bedroom Cleaning

- High dusting first: vents, fixtures, picture frames, headboard
- Dust nightstands, desk, drawer interiors, TV unit and skirting
- Wipe windows interior side, position curtains correctly
- Test all lights, remote, clock, HVAC and minibar function
- Vacuum the carpet thoroughly, under bed edges included
- Check the safe is empty, open and instructions visible

🛏️ Phase 5 - Bed Making

- Inspect mattress and protector, replace if needed
- Apply fitted sheet pulled tight at all four corners
- Center the top sheet, align top edge, tuck the bottom
- Center the duvet, smooth, even overhang both sides
- Plump pillows in fresh cases, opening away from the door
- Bed must look symmetrical, smooth and inviting

🍷 Phase 6 - Closet, Minibar and Stationery

- Verify hangers uniform, robes and slippers in place
- Confirm safe empty and open, extra linen present
- Clean minibar interior, restock to par, labels forward
- Clean coffee or tea station, fresh setup
- Position notepad, pen, stationery and guest directory per standard
- Polish glasses and place properly

🚩 Phase 7 - Final Presentation and Status

- Stand at the entry door, scan the room from the guest perspective
- Inhale, confirm fresh, neutral and welcoming scent
- Confirm no debris, no marks, no forgotten tools
- Close cabinet doors, verify door interior on exit
- Update PMS status to Clean, never sell a Clean room
- Report defects to the supervisor for inspection