



CHECKLIST FLOOR / HOUSEKEEPING SUPERVISOR



Start of Shift

- Review arrivals, departures, VIPs, early check-ins, late check-outs and out-of-order rooms
- Prepare room assignments by floor, section or priority
- Brief the team on priorities, standards, guest notes, safety points and quality focus
- Check availability of linen, amenities, products and equipment
- Coordinate room priorities with Front Desk



Operational Follow-Up

- Track departure rooms, stayovers and urgent rooms throughout the shift
- Adjust assignments in case of delays, absence, guest request or operational pressure
- Check floor pantries: clean and dirty separation, stock levels, safe chemical storage
- Inspect corridors, trolleys and floor presentation
- Respond quickly to Front Desk and guest-related requests



Departure Room Inspection

- Inspect the room from the entrance before checking details
- Check bed presentation, linen, alignment, dust, floors, odor and overall atmosphere
- Check bathroom: hair, marks, scale, toilet, mirror, towels and amenities
- Check minibar, coffee tray, guest collateral and in-room presentation
- Test visible lighting, temperature control, TV or key equipment if required
- Identify maintenance defects and block the room if needed
- Release the room only when it meets the hotel standard



Stayover, VIP and Turndown Checks

- Spot-check stayover rooms every day
- Inspect VIP rooms and sensitive arrivals before release
- Confirm special requests are correctly prepared
- Check turndown when applicable: bed, lighting, curtains, water, amenities and ambiance
- Make sure guest preferences are respected



Quality and Coaching

- Record recurring defects by room, floor or team member
- Give immediate, factual and constructive feedback
- Correct issues with the team member when possible
- Identify training needs: bathroom detail, bed making, dusting, speed, final presentation
- Track quality trends, not only isolated mistakes



End of Shift

- Confirm PMS room statuses are accurate: dirty, clean, inspected, out of order
- Hand over remaining rooms, blocked rooms and urgent follow-ups
- Report maintenance, Lost & Found, safety incidents and guest complaints
- Prepare key points for the next briefing