

# CHECKLIST / ROOM ATTENDANT

## Before Entering the Room

- Read the assignment sheet: departures, stayovers, VIPs, priorities, DND rooms
- Prepare the trolley with linen, amenities, cleaning products and guest supplies
- Check that microfiber cloths and products are used for the correct area
- Keep the trolley clean, stocked and positioned safely in the corridor
- Check for special instructions before entering the room

## Room Entry Procedure

- Knock and announce "Housekeeping"
- Wait, repeat if required, then enter according to hotel procedure
- Respect guest privacy and personal belongings at all times
- Do not enter a DND room; follow the hotel's DND procedure
- Report any unusual situation to the supervisor

## Departure Room

- Open curtains and do an initial visual check
- Remove trash, used room service items, dirty linen and used amenities
- Check for forgotten guest items and follow Lost & Found procedure
- Make the bed according to hotel standard: protector, sheet, duvet, pillows, alignment
- Dust furniture, surfaces, phone, remote control, lamps, switches and high-touch points
- Clean floors, visible skirting boards and traffic areas
- Check minibar, coffee tray, guest directory, amenities and collateral
- Make sure the room looks fresh, balanced and ready for arrival

## Bathroom

- Remove dirty towels, waste and used guest items according to procedure
- Clean sink, taps, mirror and vanity area with no marks or water spots
- Clean shower or bathtub, glass, tiles, drain and visible grout lines
- Clean and disinfect toilet, seat, flush, surrounding floor and touch points
- Replace towels, bath mat, amenities and toilet paper according to standard
- Check for hair, odor, fingerprints, scale marks and water traces
- Leave the bathroom dry, polished and correctly presented

## Stayover Room

- Respect guest belongings and avoid unnecessary movement of personal items
- Remake the bed without changing linen unless required by standard or guest request
- Replace towels placed on the floor or according to the linen reuse program
- Empty bins and refresh essential supplies
- Clean bathroom, visible surfaces and floor as needed
- Report maintenance defects, damage or unusual conditions

## Final Self-Inspection

- Stand at the entrance and inspect the room as a guest would see it
- Check bed alignment, pillows, curtains, lighting, smell, temperature and noise
- Check bathroom: hair, marks, shine, towels, amenities and toilet paper
- Check that no cleaning tools, dirty linen, waste or personal items are left behind
- Report maintenance and quality defects to the supervisor
- Update the room status only according to hotel procedure