

Hotel Room Cleaning Procedure

By Checklist.com

☐ Identify the room and confirm departure status

Record a room or work-order reference. Check the current housekeeping assignment and confirm that checkout is complete before starting. A vacant-looking room is not proof that the guest has left.

☐ Prepare clean supplies, equipment and protective equipment

Take the correct linen, towels, amenities and serviceable equipment for this room type. Keep clean stock separate from waste and used linen. Check product labels and required protective equipment before handling chemicals; report damaged equipment instead of using it.

☐ Follow the property's entry and room-security procedure

Announce housekeeping and follow the property's knock, wait and entry rules. If a guest responds, a privacy sign is present or room status conflicts with what you find, stop and confirm permission with the responsible team. Position the trolley without blocking the corridor or an escape route; secure access and keys throughout the work.

☐ Check for left property, hazards and damage

Look before touching bedding, bins or furniture. Handle ordinary left property through the hotel's lost-and-found process, not as rubbish. Do not reach blindly into waste or pick up sharps. Stop and report suspicious items, bodily-fluid contamination or signs of pests for the trained response required by the property.

☐ Remove waste and used service items

Empty ordinary waste safely, replace liners and send used crockery or room-service equipment to the designated collection point. Do not compact bags by hand. Keep food-service items away from bathroom cleaning tools; use the approved process for anything hazardous.

☐ Strip used linen and towels into the designated collection bags

Remove used bedding and towels without shaking them. Keep them off clean surfaces and separate from fresh linen. Inspect the mattress, protectors and pillows for stains, damage or pest signs; report concerns rather than covering them with clean sheets.

☐ Change from dirty handling to clean work

Remove or change contaminated gloves as required and clean your hands before handling fresh linen or room supplies. Set out separate cloths and tools for bathroom, toilet and bedroom surfaces using the property's system. Never carry a toilet-cleaning cloth into the bedroom.

☐ Clean bedroom surfaces from higher areas to lower areas

Remove dust and visible soil from reachable ledges, furniture, bedside tables, wardrobes and luggage areas. Work systematically around the room so surfaces are not missed. Use surface-compatible products and the approved safe-access method; do not climb on guest furniture.

☐ Clean frequently touched items and check fixtures

Include door handles, switches, controls, telephone and remote control. Follow manufacturer instructions around electrical items; do not spray into openings. Check lighting and other fixtures using normal controls, report faults and do not attempt repairs outside your role. Disinfect where the property requires it, following the product label.

☐ Clean and reset the refreshment area

Remove previous guest items under property policy and clean the designated refreshment surfaces and equipment with suitable products. Replace cups or glassware through the hotel's approved clean-service process, not with a bathroom cloth. Replenish the specified supplies and report minibar exceptions through the assigned process if applicable.

☐ Make the bed with clean, undamaged linen

Use the correct size and property-approved bed setup. Reject stained, torn or damp linen. Keep fresh linen off the floor and separate from used items. Check that the mattress protector, sheets, pillows and covers are clean and arranged correctly; use the bed-making procedure for the detailed technique.

☐ Clean bathroom fittings, mirrors and contact surfaces

Clean basin, taps, shower or bath, handles, mirror and other fittings using surface-compatible products. Remove visible soil before any required disinfection. Follow the label's dilution, ventilation, contact time and rinsing instructions; keep a disinfected surface wet for the required contact time. Never mix products.

☐ Clean the toilet with dedicated tools

Use only the designated toilet tools and cloths. Clean the bowl and exterior touchpoints using the approved products and method, then segregate the used tools. Prevent splashes onto already cleaned surfaces and follow the property's hand-hygiene and glove-change procedure afterward.

☐ **Replenish towels, bathroom amenities and bedroom supplies**

Use clean hands or the required clean protective equipment. Match the approved room standard and quantities rather than guessing a universal number. Check packaging and dispensers for damage or contamination; do not top up products unless the property's approved method allows it. Record shortages that cannot be resolved.

☐ **Clean floors and leave them safe**

After the other cleaning work, vacuum or clean the bedroom floor and clean the bathroom floor with appropriate equipment. Include accessible edges and the area around furniture without unsafe lifting. Work toward the exit and prevent entry onto slippery surfaces while floors dry.

☐ **Complete an attendant's final room check**

Check from the guest's viewpoint: bed and surfaces clean, bathroom free of visible residue or hair, supplies complete, furnishings reset and no cleaning tools, chemicals or rubbish left behind. Recheck any area touched during replenishment. Follow the property standard for lights, climate controls, windows and curtains; report unexplained odours instead of masking them.

☐ **Record the cleaning outcome and hand over unresolved issues**

Choose the outcome and record any unfinished task, shortage or defect against the relevant step. Notify the responsible supervisor through the property's reporting channel. Update housekeeping status only within your authority; a cleaned room must still meet the property's inspection and release requirements.

☐ **Secure the room and remove the trolley safely**

Check that the room is secure under the property's procedure, return keys to the authorized holder and move soiled items to their designated collection points. Clean and reset reusable equipment before the next room, keeping used materials away from clean stock. Do not leave a room with an unresolved safety issue available for guest use.