

Hotel Turndown Service Procedure

By Checklist.com

- ☐ **Record the room identifier**
Use the internal room reference only. Do not add guest identity documents or other unnecessary personal data.
- ☐ **Review the evening service assignment and preferences**
Confirm the room is assigned for turndown and check the hotel's approved notes for timing, access restrictions, requested supplies and service preferences.
- ☐ **Prepare the required linen and approved amenities**
Bring only what the planned service needs. Keep clean supplies protected and separated from used linen and waste; check stock condition before going to the room.
- ☐ **Check privacy indicators before approaching the room**
Respect Do Not Disturb and other access restrictions. Do not knock or enter against a privacy instruction for routine turndown. Record the restriction and follow the hotel's escalation process for any concern.
- ☐ **Confirm access and the guest's service preference**
Use the hotel's knock, announcement and entry procedure. If the guest is present, ask whether service is welcome now. If declined, deferred or supplies-only, respect the limit and record that outcome without completing unperformed tasks.
- ☐ **Protect belongings and keep access routes clear**
Do not open luggage, move valuables or reorganize personal items. Position equipment without blocking exits or creating a trip hazard. If belongings prevent service, ask rather than moving them without permission.
- ☐ **Prepare the bed to the agreed turndown standard**
Fold back the bedding and arrange pillows as trained for the occupied beds. Store decorative items in the designated clean place, not on the floor. Do not strip the bed for a routine turndown.
- ☐ **Deal with linen that needs attention**
Follow the property's change policy and the guest's request. Arrange replacement of visibly soiled or damaged linen; do not hide it under folded bedding. Keep used linen separate from clean supplies.
- ☐ **Refresh the bathroom within the agreed service**
Use the approved products and separate bathroom equipment. Address visible splashes or a used basin as permitted, replenish needed supplies and change towels according to the hotel's policy and guest preference.
- ☐ **Remove agreed waste and arrange tray collection**
Do not treat belongings, receipts or items beside a bin as rubbish. Follow the hotel's process for room-service trays; do not leave them obstructing the corridor.
- ☐ **Place only the approved evening amenities**
Clean your hands and change gloves as required by the hotel's hygiene procedure after bathroom or waste handling and before touching clean amenities. Check that supplies match the service standard and any confirmed request. Do not improvise food, dietary substitutions or allergy assurances; refer these questions to the responsible team.
- ☐ **Set curtains and lighting without overriding preferences**
Use the hotel's evening setup where appropriate or follow the guest's request. Keep a safe route around the bed and bathroom. Do not change a chosen thermostat setting, add fragrance or turn on entertainment without agreement.
- ☐ **Report faults and requests that remain unresolved**
Record the location and problem against the relevant task and notify the responsible colleague. Stop for safety or security concerns; never conceal a fault simply to finish the service.
- ☐ **Check the room and leave it secure**
Remove equipment and supplies, check that nothing was left behind and thank the guest if present. Close and secure the door according to the hotel's access procedure.
- ☐ **Record the actual service outcome**
Choose the result that reflects what happened, not just that the room was on the assignment list. Add a short note for limited or deferred service and any agreed revisit time.
- ☐ **Hand over deferred visits and outstanding requests**
Use the hotel's service log or approved handoff channel and identify who will follow up. Recording the outcome here does not automatically notify hotel colleagues or update another system.