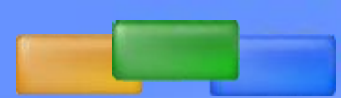


UNIT 4

TURN DOWN SERVICE





TURN DOWN SERVICE

I. INTRODUCTION.

II. PROCEDURE.



TURN DOWN SERVICE

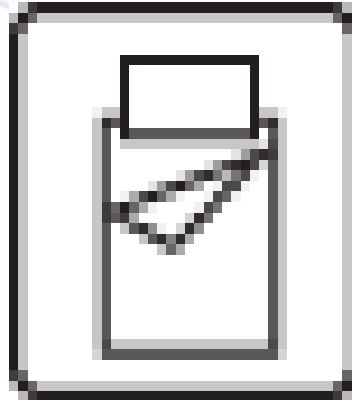
I. INTRODUCTION.

II. PROCEDURE.



I. INTRODUCTION

- ✦ Turn down service involves turning down the guestbed and freshening the guestroom for the evening in luxury hotels and resorts.
- ✦ As an added touch some properties have the room attendant leave a fresh blossom or a chocolate mint on the pillow to wish the guest “sweet dreams”.





TURN DOWN SERVICE





TURN DOWN SERVICE

I. INTRODUCTION.

II. PROCEDURE.



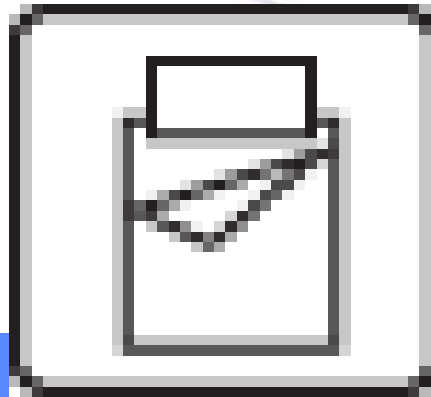
II. PROCEDURE

- ✦ Take worksheet.
- ✦ Note guest status.
- ✦ Carrying keys.
- ✦ Properly stocked room attendant cart with more towels and special turndown amenities.
- ✦ See procedure for entering the guestroom .
When announcing yours presence, substitute “Turndown Service” for “Housekeeping”.



II. PROCEDURE(CONT.)

- ✦ Remove any guest items from the bed. Set neatly aside on the dresser or a chair.
- ✦ Pull back the bedspread and fold it.
- ✦ Pull back the sheets.
 - ✦ For a bed sleeping one guest, turn down the sheets on one side only, usually the side near the night stand or phone.



II. PROCEDURE(CONT.)

- ◆ For a bed sleeping two, turn down the sheets on both sides.
- ◆ Place the amenity on the pillow. For beds sleeping two, be sure to leave amenity on both pillows.





II. PROCEDURE(CONT.)

- ✦ Remove and replace dirty ashtrays.
Replenish matches.
- ✦ Remove and replace dirty glasses.
- ✦ Collect any food service trays and dishes .
 - ✦ Set items neatly outside the door.
 - ✦ Call room service for pickup.
- ✦ Empty the trash and replace wastebasket liners.
- ✦ Straighten newspapers and magazines.



II. PROCEDURE(CONT.)

- ✦ Remove dirty linen in bathroom. Restock with fresh linen.
- ✦ Straighten and wipe down vanity area. Dry and polish fixtures.
- ✦ Straighten and wipe down tub area if necessary . Dry and polish fixtures.
- ✦ Check toilet and facial tissue supply. Replenish if necessary.
- ✦ Close the drapes.



II. PROCEDURE(CONT.)

- ✦ Turn on bedside lamp.
- ✦ Turn radio to recommended easy listening station. Adjust to a low volume.
- ✦ Visually scan the guestroom, beginning at one point in the room and working your way back to the beginning point. Attend to any turndown task you may have overlooked.
- ✦ Leave the room and close the door. Check to be sure it is locked.



**Thank you
for your attention**



THE END