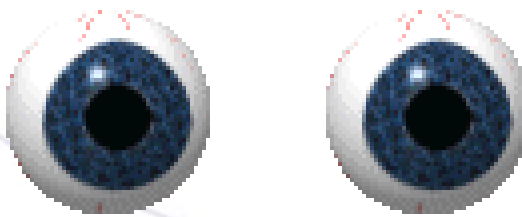
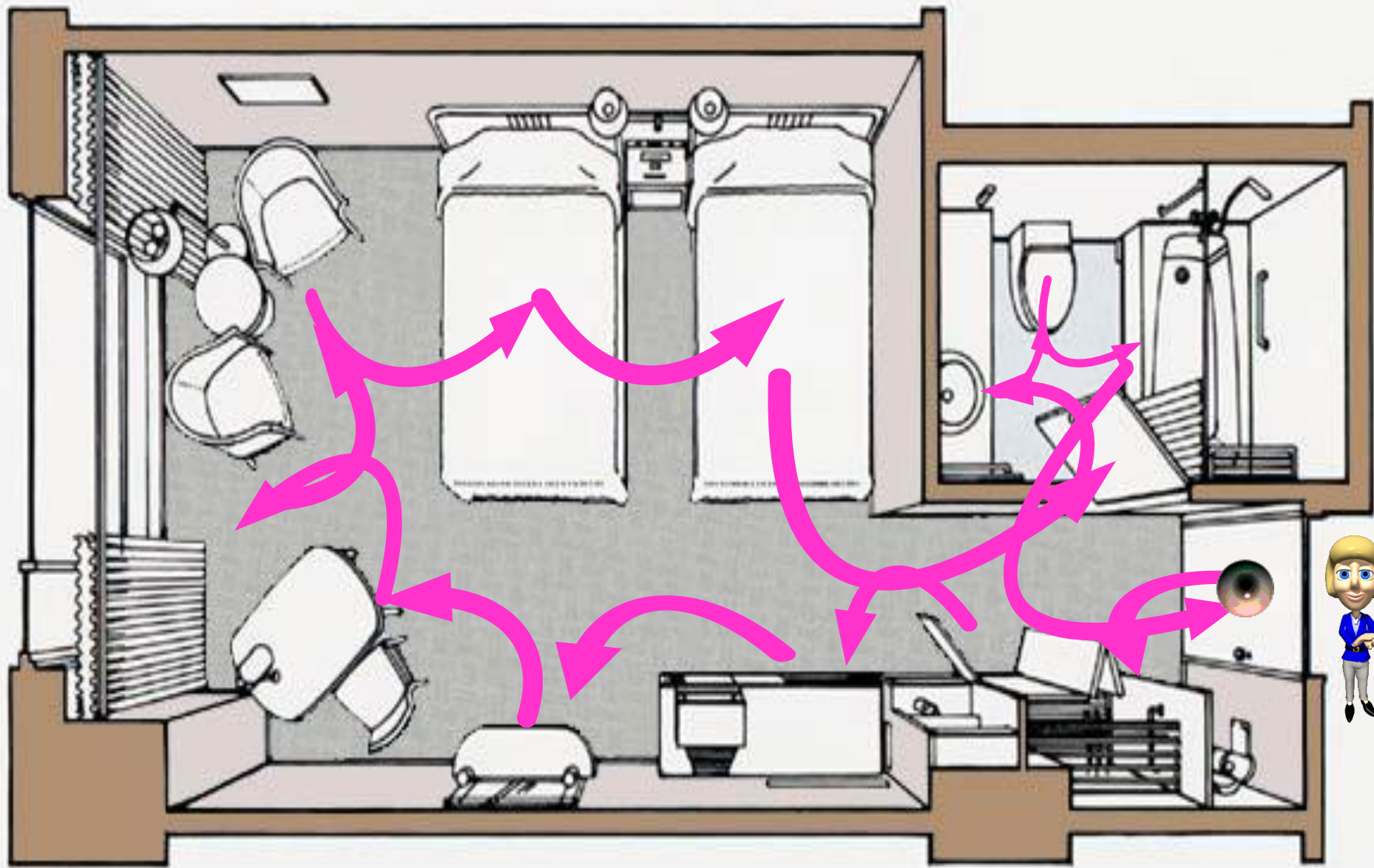




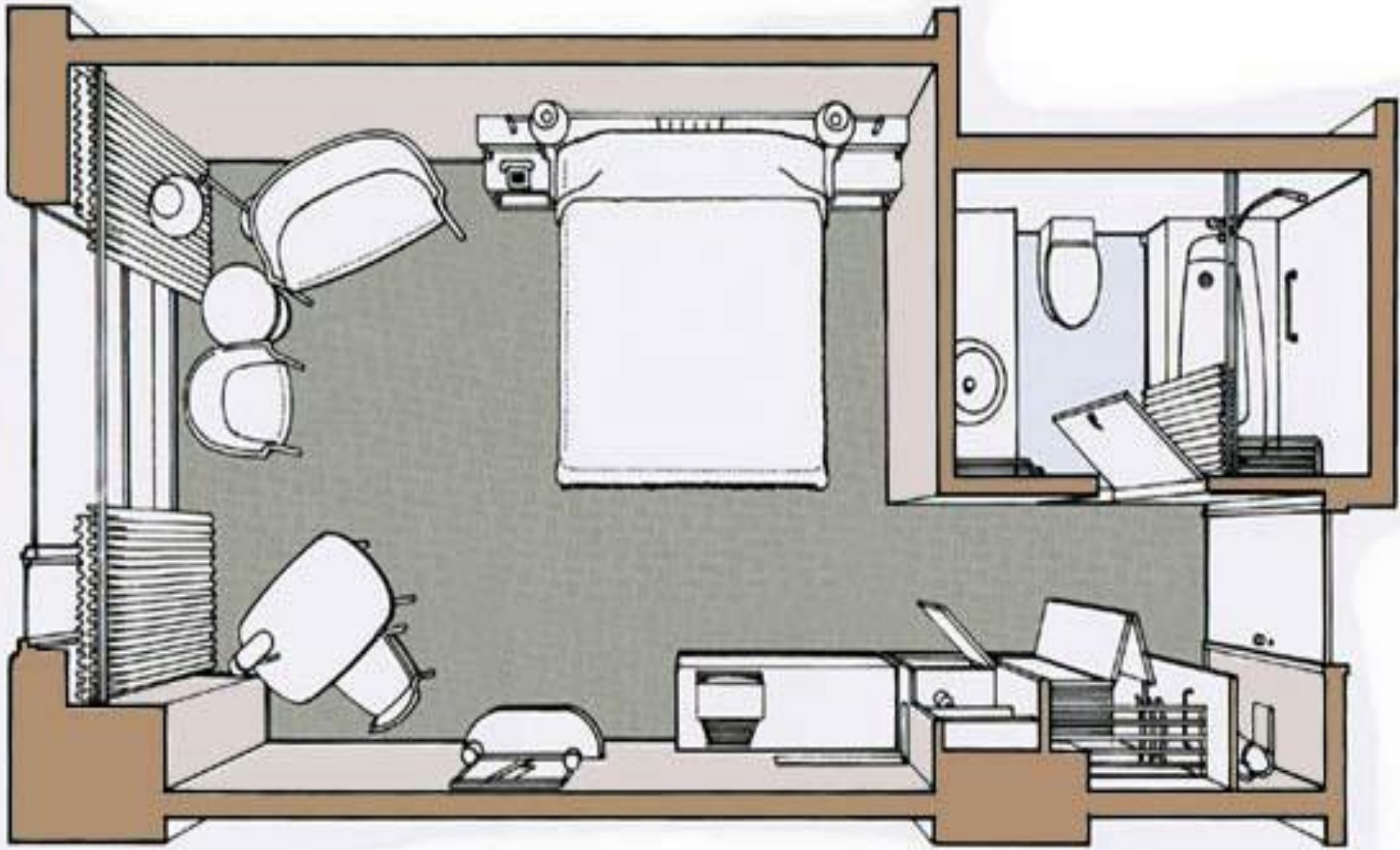
•UNIT 5

GUESTROOM INSPECTION





•Start at one point in the room and trail your inspection in a circular...



• Attention at smell the air



GUESTROOM INSPECTION

I. INTRODUCTION.

II. PROCEDURE.





GUESTROOM INSPECTION

I. INTRODUCTION.

II. PROCEDURE.





I. INTRODUCTION

- ✦ The purpose of a room inspection is to catch any problems that may have been overlooked during cleaning before the guest does.
- ✦ Inspection programs can take many forms.
- ✦ Inspection should be conducted by personnel on the supervisory level or even a manager from the outside the housekeeping department.
- ✦ Help to identify areas in the room needing deep cleaning or maintenance.



GUESTROOM INSPECTION

I. INTRODUCTION.

II. PROCEDURE.



II. PROCEDURE

- ✦ Inspection check list
- ✦ Pen or pencil .
- ✦ Follow entering the guestroom procedure.
- ✦ Check guestroom entrance door.
 - ◆ Note any scratches, marks, smudges, or dust on surface.
 - ◆ Check for “Do Not Disturb” sign on inside knob of door.
 - ◆ Check proper operation of locks, chains and door stops.





II. PROCEDURE (CONT.)

- ✦ Check condition and cleanliness of light switches, plates, and surrounding wall area.
- ✦ Scan ceiling, walls, woodwork, and trim for any damage, dirt, or dust.
- ✦ Check drapes for tears or stains. Check that hooks are in place and that traverse rods work correctly.



II. PROCEDURE (CONT.)

- ✦ Check window sills and windows for cleanliness and freedom from streaks. Make sure windows are locked and that locks work correctly.
- ✦ Make sure heating and air conditioning unit is free from dust and dirt, operates correctly, and that it is set according to property standards.
- ✦ Make sure telephone is clean and works correctly.



II. PROCEDURE (CONT.)

✦ Check the bed

- ✦ Make sure that the bed has fresh linen.
- ✦ Check condition and appearance of bedspread; check edges for trays or tears.
- ✦ Check headboard for dust.
- ✦ Look under the bed for trash or guest items.



II. PROCEDURE (CONT.)

- ✦ Check room furniture scratches, damage, and dust. Check tapestry for stains or tears.
- ✦ Check lamps for scratches, damage, and dust. Make sure light bulbs work and are the proper wattage.
- ✦ Turn on television set and radio to check for proper operation and reception. Turn off and check for scratches, damage, and dust.



II. PROCEDURE (CONT.)

- ✦ Check carpets and baseboards for dirt, stains, dust and streaks.
- ✦ Check that closets are clean and have the proper amount of hangers.
- ✦ Check pictures and mirrors for dust and streaks.
- ✦ Check that bedroom amenities such as stationery and matches are properly stocked.



II. PROCEDURE (CONT.)

- ✦ Make a final check around the room to make sure that all items are well-positioned, and that all areas from ceiling to floor are clean and well maintained.
- ✦ Complete a work order request and / or notify the appropriate department for any item needing attention or repair.



II. PROCEDURE (CONT.)

- ✦ Check bathroom door for scratches, marks, smudges, or dust on surface.
- ✦ Check condition and cleanliness of light switches, plates, and surrounding wall area. Check vent fan for dirt and dust.
- ✦ Scan ceiling, walls, and tile for any damage, dirt or dust.
- ✦ Check shower area
 - ✦ Check tub and fixtures for water marks, soap film, and hair.



II. PROCEDURE (CONT.)

- ◆ Check fixtures for correct position and operation. Make sure they do not leak.
- ◆ Check shower curtain for mildew and for proper position.
- ◆ Make sure a clean bath mat is in place.
- ◆ Check caulking between tub and tile for cracks or dirt.
- ★ Inspect vanity and sink area.
 - ◆ Check sink and counter area for water marks, soap film, and hair.



II. PROCEDURE (CONT.)

- ◆ Check mirror for streaks and spots.
- ◆ Make sure fixtures operate correctly and do not leak.
- ✦ Check toilet for cleanliness. Flush to check proper operation.
- ✦ Check floor and baseboards for dirt and dust.
- ✦ Make sure towels, face cloths, and washcloths are clean and neatly arranged on towel racks.



II. PROCEDURE (CONT.)

- ✦ Check toilet and facial tissue supply.
- ✦ Check that bathroom amenities such as soap, shampoo, and mouthwash are properly stocked.
- ✦ Make a final check of the bathroom to make sure all items are well – positioned, and that all area from ceiling to floor are clean and well – maintained.

II. PROCEDURE (CONT.)

- ✦ Complete a work order request and / or notify the appropriate department for any item needing attention or repair.





**Thank you
for your attention**



THE END