



Housekeeping SOP Checklist

conducted for

Clavell Hotels

Conducted on

14 Feb 2019 08:22 AM

Performed by

Desmond Camby

Completed on





14 Feb 2019 08:33 AM

Score

69/73.0 - 94.52%

Failed Responses


This section lists responses that were set as "failed responses" in the template used for this audit

Question	Response	Details
Windows are free of cracks	X	The window near the dining area has a crack.
 <p>Appendix 1</p>		
Lamps are working	X	The lamp on the right side of the twin beds is not working.
 <p>Appendix 2</p>		
Luggage racks are in good condition	X	One of the metal bars is dislodged.
 <p>Appendix 3</p>		
Shower curtain is clean	X	Bottom part of the shower curtain has stains.
 <p>Appendix 4</p>		

Guest Room Inspection - 33/37 89.19%

Question	Response	Details
<p>Instructions:</p> <p>1. Follow this Hotel Room Inspection SOP by answering ✓ or X.</p> <p>2. If the answer is X, take action to fix/replace/supply what is needed if able then answer ✓.</p> <p>3. If unable to fix/replace/supply what is needed, use the 'action' feature to contact the responsible department/person.</p>		
Guest Room		Score (24/27) 88.89%
Upon entering the guest room, check if:		
Doors are working properly	✓	
Light switches are working	✓	
Windows open and close properly	✓	
Windows are free of cracks	X	The window near the dining area has a crack.
 <p style="text-align: center;">Appendix 1</p>		
Window glass is clean	✓	
Drapes are straight and working properly	✓	
Controls for air conditioning/heat work properly	✓	
Air conditioning filter clean is clean	✓	
Lamps are working	X	The lamp on the right side of the twin beds is not working.
 <p style="text-align: center;">Appendix 2</p>		

Question	Response	Details
Wall lights are working	✓	
Lamp shades are clean and straight	✓	
Beds are correctly made	✓	
Pillows are fluffed and even	✓	
Bedspreads are straight	✓	
Mattresses are firm	✓	
Bedspreads are free of rips and stains	✓	
Upholstery is clean and in good condition	✓	
Furniture free from scratches or stains?	✓	
Walls are clean and free of cobwebs	✓	
Walls are free from scratches and nicks	✓	
Luggage racks are in good condition	✗	One of the metal bars is dislodged.
 <p>Appendix 3</p>		
Pictures and mirrors are straight	✓	
The telephone is working	✓	
Ashtrays are clean	✓	
Drawers slide out easily	✓	
Minimum of 6 hangers available? (3 suit 3 dress)	✓	
Drapes are partially closed	✓	
Bathroom		Score (9/10) 90.00%
After checking the guest room, enter the bathroom and check if:		
Toilet seat is clean on both sides	✓	


Question	Response	Details
Shower rod is working and in good condition	✓	
Toilet flushes correctly	✓	
Bathroom is free of unpleasant odours	✓	
Shower curtain is clean	✗	Bottom part of the shower curtain has stains.
 <p>Appendix 4</p>		
Pop up stopper is clean	✓	
Tiles are free of water spots	✓	
Shower and/or tub is free of grout	✓	
Fresh supply of towels available	✓	
No visible dirt, dust etc on the floor?	✓	

Guest Room Amenities - 25/25 100.00%

Question	Response	Details
Instructions: 1. Check if the following items are available and supply them if they are not. 2. If unable to supply missing items, contact responsible department/person using the 'action' feature.		
Marketing material		Score (4/4) 100.00%
Guest directory	✓	
Report card on experience	✓	
Tourist brochures	✓	
Hotel food and drink menu	✓	
General		Score (4/4) 100.00%
1 ice bucket & poly liner	✓	
1 waste basket	✓	
1 memo pad with hotel pen	✓	
3 glasses	✓	
Bathroom		Score (8/8) 100.00%
1 frosted oval display tray	✓	
2 bars of soap (1.25 oz)	✓	
1 bottle of shampoo 22ml	✓	
3 bath towels	✓	
3 face cloths	✓	
1 bath mat	✓	
1 Hairdryer	✓	
2 toilet rolls	✓	
Miscellaneous		Score (9/9) 100.00%
1 coffee maker	✓	
1 filter pack coffee	✓	

Question	Response	Details
1 filter pack decaffeinated	✓	
1 tea bag	✓	
1 condiment package	✓	
1 iron	✓	
1 ironing board	✓	
1 fridge	✓	
2 porcelain coffee cups	✓	

Guest Room Settings - 11/11 100.00%

Question	Response	Details	
Room		Score (4/4) 100.00%	
Before leaving the guest room, make sure that:			
Lights are off	✓		
Heating is set at 18 degrees or 70F	✓		
Windows are closed	✓		
Television is off with remotes out	✓		
Bathroom		Score (7/7) 100.00%	
Before leaving the bathroom, make sure that:			
Sinks are off	✓		
Drain plugs are open	✓		
Shower curtain is centered	✓		
Shower head is pointing towards the wall	✓		
Toilet lid is down	✓		
Bathroom door is open	✓		
Lights are off	✓		
Signature of housekeeper/cleaner	Desmond Camby	14 Feb 2019 08:26 AM	

Media



Appendix 1



Appendix 2



Appendix 3



Appendix 4