



## Housekeeping SOP Checklist

Clavell Hotels / 14 Feb 2019 / Desmond Camby

**Complete**

Score	<b>94.52%</b>	Flagged items	<b>4</b>	Actions	<b>4</b>
<b>Name of Establishment</b>					Clavell Hotels
<b>Conducted on</b>					14 Feb 2019 08:22 PST
<b>Performed by</b>					Desmond Camby
<b>Site</b>					Sydney

## Flagged items & Actions

4 flagged, 4 actions

### Flagged items

4 flagged, 4 actions

Guest Room Inspection

#### Windows are free of cracks

X

The window near the dining area has a crack.



Photo 1

To Do | Priority High | Due 14 Feb 2019 20:00 PST | Created by SafetyCulture Staff

Please replace cracked window ASAP

Guest Room Inspection

#### Lamps are working

X

The lamp on the right side of the twin beds is not working.

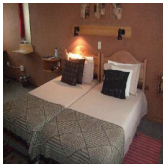


Photo 2

To Do | Priority Medium | Due 14 Feb 2019 21:00 PST | Created by SafetyCulture Staff

Replace light bulb for lamp on the right

Guest Room Inspection

#### Luggage racks are in good condition

X

One of the metal bars is dislodged.

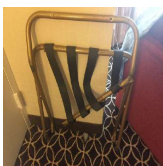


Photo 3

To Do | Priority Medium | Due 14 Feb 2019 19:30 PST | Created by SafetyCulture Staff

## Repair luggage rack

Guest Room Inspection

### Shower curtain is clean

X

Bottom part of the shower curtain has stains.



Photo 4

To Do | Priority Medium | Due 14 Feb 2019 19:00 PST | Created by SafetyCulture Staff

Will replace shower curtain as soon as fresh supplies arrive

### Other actions

0 actions

## Guest Room Inspection

4 flagged, 4 actions, 89.19%

Instructions:

1. Follow this Hotel Room Inspection SOP by answering  or X.
2. If the answer is X, take action to fix/replace/supply what is needed if able then answer .
3. If unable to fix/replace/supply what is needed, use the 'action' feature to contact the responsible department/person.

## Guest Room

3 flagged, 3 actions, 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.



Photo 1

To Do | Priority High | Due 14 Feb 2019 20:00 PST | Created by SafetyCulture Staff

Please replace cracked window ASAP

**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.

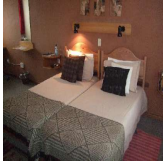


Photo 2

To Do | Priority Medium | Due 14 Feb 2019 21:00 PST | Created by SafetyCulture Staff

Replace light bulb for lamp on the right

**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.

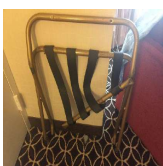


Photo 3

To Do | Priority Medium | Due 14 Feb 2019 19:30 PST | Created by SafetyCulture Staff

Repair luggage rack

**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

1 flagged, 1 action, 90%

After checking the guest room, enter the bathroom and check if:

**Toilet seat is clean on both sides**



**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.

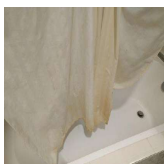


Photo 4

To Do | Priority Medium | Due 14 Feb 2019 19:00 PST | Created by SafetyCulture Staff

Will replace shower curtain as soon as fresh supplies arrive

**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

100%

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

100%

Guest directory



Report card on experience



Tourist brochures



Hotel food and drink menu



## General

100%

1 ice bucket & poly liner



1 waste basket



1 memo pad with hotel pen



3 glasses



## Bathroom

100%

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	?
<b>Miscellaneous</b>	100%
1 coffee maker	?
1 filter pack coffee	?
1 filter pack decaffeinated	?
1 tea bag	?
1 condiment package	?
1 iron	?
1 ironing board	?
1 fridge	?
2 porcelain coffee cups	?

**Guest Room Settings**

100%

**Room**

100%

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**

100%

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 PST

## Appendix



Photo 1



Photo 2



Photo 3



Photo 4