



Crewe & Stoke
Rooms & Suites

Post Covid-19
Bedroom & Ensuite Bathroom
Cleaning

June 2020

Cleaning a bedroom



- **Open blinds & window during cleaning for fresh air and close at end and put blind to $\frac{3}{4}$ down or half closed**
- **Turn all lights and lamps for maximum light and check bulbs**
- **Check all drawers, wardrobes, desk, under the bed, behind furniture for rubbish or past guest belongings**
- **Empty bin and new bin liner**
- **Dust everything that is high including ceiling, light fittings and furniture**
- **Dust everything that is eye level and low**
- **Clean all surfaces including the bed frame and headboard**
- **Clean shelves and artwork and place any books and ornaments in position**
- **Clean bed side lamps and kettles**
- **Clean window cill and check windows and clean**
- **Wipe down doors, skirting, architraves and handles**
- **Wipe light switches & sockets**
- **Clean mirror**
- **Turn on the TV to check and clean TV and remote control.**
- **Hoover carpets**
- **Spray carpets with odour spray or foam**
- **Spray air freshener**
- **All lights off and close door**

Cleaning an en-suite bathroom

- Turn the light on and run the hot water in the sink and shower
- Dust high including light fitting and extractor fan
- Clean all elements of the toilet including behind it and add bleach inside the pan
- Ensure fresh bleach and water in toilet brush holder
- Empty bin and add new white bin liner
- Add loo roll to holder. If half a roll left then add another to it
- Clean sink including pedestal, mirror and shelf. Wipe dry
- Wipe down doors, skirting, architraves and handles
- Wipe light switches
- Clean shower tray and pull up waste to remove any hair, soap etc
- Clean shower screen and handle and wipe dry
- Clean around the silicon, shower runners and hand to reach areas including plinth
- Clean tiles and grout if necessary then wipe dry
- Clean chrome shower head, neck and taps or electric shower unit
- Pull shower door open and leave open
- Shower mat folded on towel rail
- All chrome taps and handles to be shining
- Toilet seat down AND *NEW* toilet seat sanitizer sticker
- Hoover/brush then mop floor and close door



In-Room Items

- **Inside Wardrobe**

- Iron without water, and ironing board neatly in the wardrobe
- Hangers in the wardrobe pushed to one side
- 1 additional loo roll inside the wardrobe

- **On the bed**

- 1 large towel and 1 small towel (add the same again if 2 guests)
- Towels rolled up on the bed as per photo
- Amenities kit nearly placed on the towels
 - 1 x shampoo
 - 1 x bodywash
 - 1 x Soap
 - 2 x gloves
 - 1 x mask
 - 1 x Gloves
 - 1 x Body lotion (London Road)

- **On the bedside/desk**

- Welcome pack if applicable
- Remote control

- **On the chest**

- Empty kettle plugged in
- Tray with amenities
 - 4 x tea
 - 4 x coffee
 - 2 x hot choc (London Road)
 - 8 x milks
 - 8 x sugars
 - 2 x paper cups and lids (1 x cup and saucer if London road)
 - 1 x bottle of water

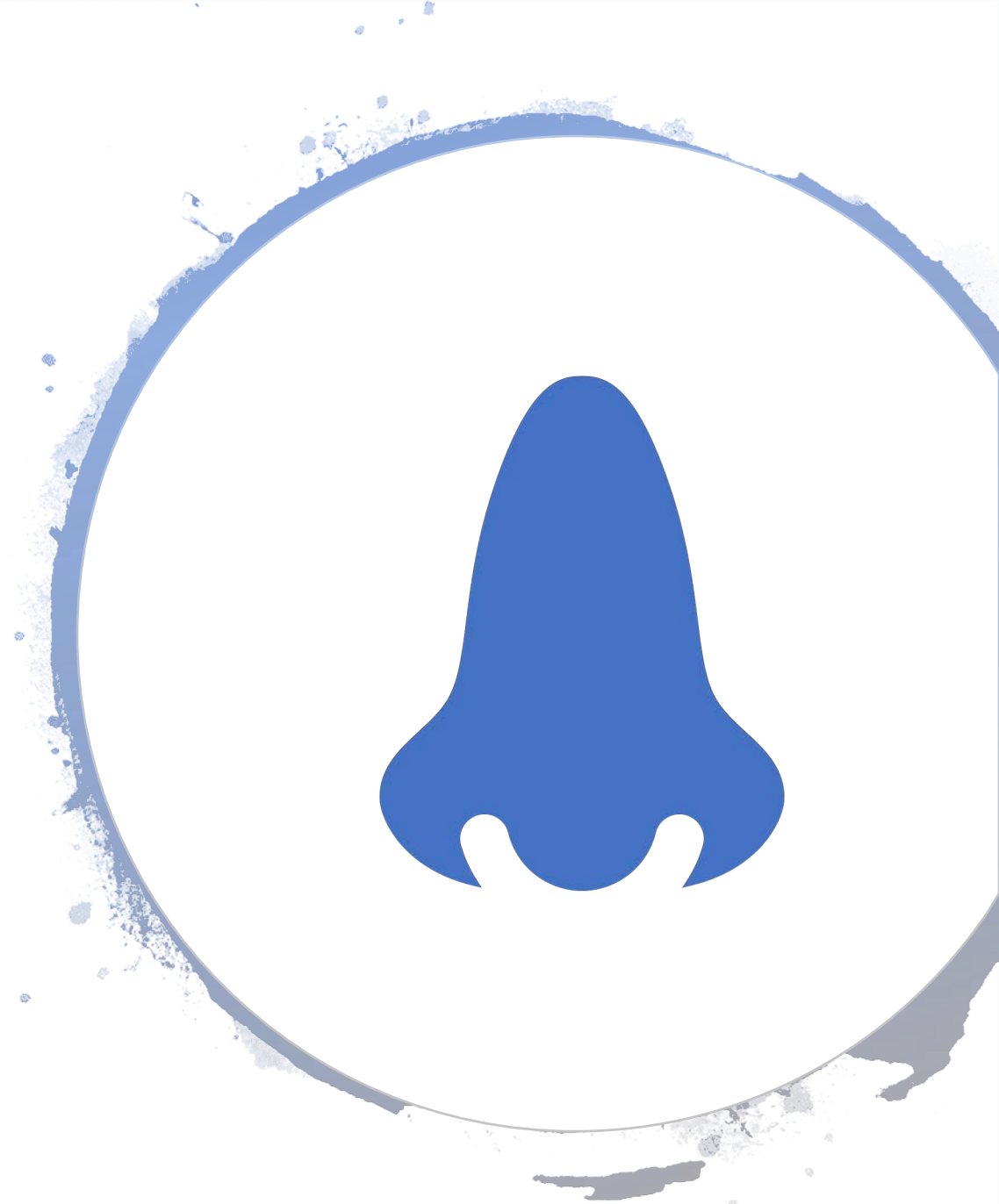
Disinfection

- Disinfection prevents the spread of COVID-19
- Disinfect with Zoflora everything you can see and touch including the floors
- Zoflora in a spray bottle to be used on the carpets
- The room should smell heavily of Zoflora on exit
- Areas as a reminder of things not to miss not to miss
 - Light switches and pulls
 - Wardrobe & drawer handles
 - Headboards
 - TV remotes
 - Welcome pack front cover
 - Kettles and irons
 - Window handles & blind pull cords
 - Lamps plus on/off buttons
 - Keypads and handles
 - Etc



Combatting Smoke & Bad Smells

- From time to time, you will find a room that doesn't smell particularly nice
- At this point you will need to use an odour remover to remove the smell before the end of the clean
- Opening a window and air freshener is not enough
- All fabrics to be sprayed including carpets, cushions and blinds to remove the smell





Beds, Linen & Presentation

- Old linen removed and fresh linen replaced
- Flat sheet pulled tight and tucked under neatly
- Duvet pulled tight and tucked under all the way around if bed allows
- 2-4 pillows placed upright on top of duvet
- Blanket folded in half to create a runner and placed across end of bed
- Cushions straight in front of pillows with a v shape if possible. Not at an angle
- Linen will be ironed from the delivery. Extra iron if needed (rare)
- 1 large and 1 small towel placed on the bed (2 set if 2 guests coming). Towels rolled
- Bathroom amenities balanced on towel with *NEW* covid kit
- *NEW* Place sticker on towels to say room is clean



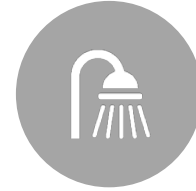
Final Check

- Did you miss anything?
- Does it smell disinfected?
- Can you smell the Zoflora?
- Are there any amenities missing?
- Look high, middle and low. Is there any maintenance issues to report?
- Is the room really COVID ready? Is it COVID SAFE?
- Take photos and upload on Trello
- Keys back in the box
- Feel confident that the room is looking its very best

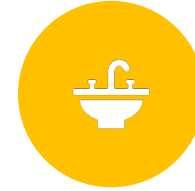
Guests Love



NICE SMELLS



CLEAN
BEDROOMS



CLEAN
BATHROOMS



IN ROOM
AMENITIES



EASY ACCESS
KEYS



WORKING HOT
SHOWERS



WORKING TVS



WORKING
LIGHT BULBS



Remember Your Duty of Care

- A room that was not cleaned thoroughly was in the past an inconvenience to a guest and made us look bad as a company. Whilst that is still the case, it is also a breeding ground for a virus and exposes us as company for health & safety claims from tenants & guests.
- We are no longer cleaning rooms, we are disinfecting the rooms and have to ensure that once a thorough disinfecting has taken place that we then add the photos to Trello along with a note to confirm that is the case as 'evidence'. I would suggest 'Area Disinfected'. This makes Trello updates more important than ever.
- We have a duty of care that we do our very best to ensure the rooms are fully disinfected to protect the guests and protect all of our companies at the same time too.
- We will be sending our tenants and guests are cleaning policy in advance of their booking and for corporate bookings this will likely be requested as standard and will be checked
- Thank you