HOUSEKEEPING QUALITY CONTROL

CHECKLIST

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Cleaner rooms, fewer re-cleans, predictable staffing. Use this checklist as your property's minimum standard, then add any brand-specific details.

Room-by-Room Standards

Bedroom

- Dust high to low (frames, lamps, shades, headboard, furniture edges)
- Mirrors and glass streak-free
- Bed made to standard (tight corners; even spread; pillows fluffed)
- Wardrobe: hangers counted; spare bedding present; safe cleared
- TV: remote sanitized; default channel/volume set
- Windowsills and tracks wiped; curtains/blinds aligned

Bathroom

- Toilet disinfected (hinges, base, seat underside); brush rinsed
- Sink, taps, and vanity polished; drain clear
- Shower/bath scrubbed (tile, grout, glass, fixtures); floor free of hair
- Towels replaced and folded to standard; mats placed
- Amenities restocked as per room type; bins emptied and lined
- Vent/air extractor dust-free; mirror de-fog check

Entry & General

- Door handle and lock sanitized; peephole clear
- Floors vacuumed/mopped; skirting boards wiped
- Wardrobe and drawers checked for left items
- Lighting working; bulbs replaced if available on cart
- Mini-fridge (if any): wiped and set to default
- Kettle/coffee maker cleaned; cups and spoons spotless

Final Check

- Thermostat: set to default
- Windows closed/latched as required
- Welcome items placed (card, water, amenities)
- Photos taken for training if notable issues

Linen & Amenities Restock

- Par levels: note per room type
- Replace: sheets, pillowcases, duvet cover (as needed)
- Amenities: soap, shampoo, conditioner, lotion, tissues, toilet roll
- Extras on request: hypoallergenic pillows, baby cot, extra towels
- Note damages or shortages in the Timer Log “*Notes*”

Turnover Timing Guidance

- Start: when door opens for cleaning
- Stop: when door closes after final check
- Note any extra-time reasons (deep clean, damage, DND, heavy turnover)

Quality Control Spot-Checks

- Supervisor checks at least 2 rooms per shift per housekeeper
- Re-clean criteria: visible dust, hair in bathroom, streaked mirrors/glass, missing amenities

Reset Sample Data (if using the Timer Sheet)

- Clear yellow rows in the Timer Log tab to start fresh

