

SERVICE STANDARD

9 POINT ROOM CLEAN PROCESS

1

PREPARATION

Rooms have a minimum of 24hrs between each service.

2

ROOM CHANGES

All "multi touch" items have been removed e.g. cushions and bed throws. Disposable items have been added and key items with multiple touch points e.g. TV remote are sanitised and placed back in a sealed bag.

3

DURATION OF STAY

Rooms cleaned only when guest has left the room. Stay-over rooms serviced every three days.

4

PRE CHECK

One cloth per room policy, reducing room to room transition. Use of globally recognised chemical provider Ecolab.

5

BED LINEN

All removed regardless of use and bagged in the room. Fresh linen comes bagged to minimise contact.

6

BEDROOM/ BATHROOM

Team follow a detailed 16 point cleaning plan in every room regardless of use. All areas cleaned every time.

7

FINAL CLEAN

After the bathroom the team complete a further 7 point check to ensure that the room is fully COVID Ready.

8

JOB OF THE DAY

To ensure maximum cleanliness a "Job of the Day" is allocated e.g. shampoo carpet or steam clean curtains.

9

DMH CERTIFICATION

When team are happy that the room is clean, the housekeeping manager is called to complete the DMH Clean Certification.