



Housekeeping SOP Checklist

Clavell Hotels / 14 Feb 2019 / Desmond Camby

Complete

Score	69 / 73 (94.52%)	Flagged items	4	Actions	4
Site conducted	Sydney				
Name of Establishment	Clavell Hotels				
Conducted on	14 Feb 2019 08:22 PST				
Performed by	Desmond Camby				

Flagged items & Actions

4 flagged, 4 actions

Flagged items

4 flagged, 4 actions

Guest Room Inspection / Guest Room

Windows are free of cracks

X

The window near the dining area has a crack.

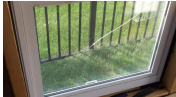


Photo 1

To do | Assignee: Jason Bourne | Priority: High | Due: 14 Feb 2019 20:00 PST | Created by: SafetyCulture Staff

Please replace cracked window ASAP

Guest Room Inspection / Guest Room

Lamps are working

X

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

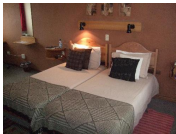


Photo 2

To do | Assignee: jai andales | Priority: Medium | Due: 14 Feb 2019 21:00 PST | Created by: SafetyCulture Staff

Replace light bulb for lamp on the right

Guest Room Inspection / Guest Room

Luggage racks are in good condition

X

One of the metal bars is dislodged.



Photo 3

To do | Assignee: Juhlian Pimping | Priority: Medium | Due: 14 Feb 2019 19:30 PST | Created by: SafetyCulture Staff

Repair luggage rack

Guest Room Inspection / Bathroom

Shower curtain is clean

X

Bottom part of the shower curtain has stains.

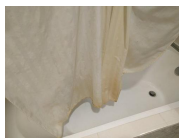


Photo 4

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, 33 / 37 (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, 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.

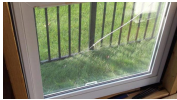


Photo 1

To do | Assignee: Jason Bourne | 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.

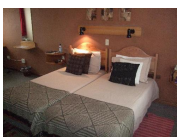


Photo 2

To do | Assignee: jai andales | 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 | Assignee: Juhlian Pimping | 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, 9 / 10 (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	X

Bottom part of the shower curtain has stains.

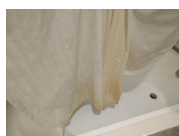


Photo 4

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

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%)

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

4 / 4 (100%)

Guest directory



Report card on experience



Tourist brochures



Hotel food and drink menu



General

4 / 4 (100%)

1 ice bucket & poly liner



1 waste basket



1 memo pad with hotel pen



3 glasses



Bathroom

8 / 8 (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



Miscellaneous

9 / 9 (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

11 / 11 (100%)

Room

4 / 4 (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

7 / 7 (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

Media summary



Photo 1



Photo 2



Photo 3



Photo 4