



ROOM-CHECK OVERVIEW

This module focuses on the key areas of concern associated with the cleanliness of guest rooms in hotels. Whilst some issues have a direct impact on the health of guests, others have a detrimental effect on guest experience (untidiness).

Module areas include:

Bedding Standards

Ensuring that beds in guest rooms are maintained in accordance with good housekeeping practice and devoid of signs of dirt or bed bugs.

Room Environment

Ensuring that the room environment is clean and free of signs of damage or issues such as mould or pest infestation.

Dusting Standards

A build-up of dust can provide evidence of poor housekeeping and therefore the module includes assessment of dust levels in the main areas of potential accumulation.

Furnishing Standards

Ensuring that all room furnishings are clean and free of any sign of damage / risks to health.

Bathroom Standards

Ensuring that the bathrooms associated with the guest rooms are kept clean and sanitary at times. Due to the environmental conditions in bathrooms (hot and humid) the build-up of bacteria and other issues such as mould can easily proliferate if not managed correctly.

Personal Belongings

When not occupied (prior to guest occupation) the room must be free of all guest belongings related to the previous occupants. During the inspection the room is checked for any objects that should not be present.

Cleaning / Housekeeping Protocols

A clearly defined cleaning / housekeeping protocol should be in place that will be evaluated during the inspection. Where necessary documentation / templates will be provided.

Cleanliness Benchmarking

In addition to the identification of visible signs of cleanliness issues the module include the use of surface swab testing on key contact surfaces. The quantitative results of these tests can be used to determine areas for improvement and also to allow anonymous comparison benchmarking against other Intertek Cristal clients.