

STAFF HANDBOOK

(PROPERTY NAME)

WELCOME

WELCOME TO THE TEAM.

THIS HANDBOOK OUTLINES THE STANDARDS AND PROCEDURES REQUIRED TO MAINTAIN A CONSISTENT, HIGH-QUALITY GUEST EXPERIENCE.

ALL TASKS SHOULD BE COMPLETED TO THE STANDARDS OUTLINED IN THIS DOCUMENT.

OUR STANDARDS

- MAINTAIN A CLEAN AND PRESENTABLE ENVIRONMENT
- DELIVER A CONSISTENT GUEST EXPERIENCE
- COMMUNICATE CLEARLY AND PROFESSIONALLY
- TAKE PRIDE IN ATTENTION TO DETAIL

STAFF RESPONSIBILITIES

- FOLLOW ALL CLEANING CHECKLISTS IN FULL
 - REPORT ANY ISSUES IMMEDIATELY
- ENSURE THE PROPERTY IS GUEST-READY AT ALL TIMES
 - MAINTAIN A HIGH STANDARD OF PRESENTATION
 - DO NOT SKIP OR RUSH TASKS

TIMING & EXPECTATIONS

- ARRIVE ON TIME FOR ALL SCHEDULED CLEANS
- ENSURE PROPERTY IS READY BEFORE CHECK-IN
 - NOTIFY IMMEDIATELY IF RUNNING LATE
- ALLOW SUFFICIENT TIME TO COMPLETE ALL TASKS

CLEANING STANDARDS

- ALL SURFACES CLEANED AND SANITISED
 - BEDS MADE TO A HIGH STANDARD
- BATHROOMS SPOTLESS AND STOCKED
 - FLOORS VACUUMED AND MOPPED

BEDROOM PREPARATION

- FRESH LINEN ON ALL BEDS
- PILLOWS FLUFFED AND ALIGNED
- TOWELS NEATLY PRESENTED
- NO DUST OR MARKS VISIBLE

KITCHEN

- ALL APPLIANCES CLEANED
- SURFACES WIPED AND SANITISED
- BINS EMPTIED AND REPLACED
- ITEMS RETURNED TO CORRECT PLACE

BATHROOMS

- TOILETS, SINKS, AND SHOWERS FULLY CLEANED
- MIRRORS STREAK-FREE
- TOWELS FOLDED NEATLY
- TOILETRIES RESTOCKED

BEFORE GUEST ARRIVAL

BEDS MADE

TOWELS PLACED

HEATING SET

LIGHTS WORKING

NO MAINTENANCE ISSUES

PROPERTY CLEAN AND TIDY

MAINTENANCE

REPORT IMMEDIATELY:

- BROKEN ITEMS
- DAMAGE
- MISSING ITEMS
- SAFETY CONCERNS

GUEST COMMUNICATION

- BE POLITE AND PROFESSIONAL
- DO NOT ENTER PROPERTY DURING STAYS UNLESS
REQUIRED
- RESPECT GUEST PRIVACY AT ALL TIMES

HEALTH & SAFETY

- FOLLOW ALL SAFETY PROCEDURES
- REPORT HAZARDS IMMEDIATELY
 - USE EQUIPMENT CORRECTLY
- ENSURE SAFE WORKING ENVIRONMENT

SECURITY

- LOCK DOORS AND WINDOWS AFTER CLEANING
 - KEEP KEYS SECURE
 - DO NOT SHARE ACCESS DETAILS

BEFORE YOU LEAVE

- PROPERTY FULLY CHECKED
- LIGHTS OFF WHERE APPROPRIATE
 - DOORS LOCKED
- ALL TASKS COMPLETED

CONTACT:

FOR ANY ISSUES OR QUESTIONS:

[PHONE]

[WHATSAPP]