



Hotel Housekeeping Operational Excellence Checklist

Operational Benchmarks (Productivity Standards)

Completed	Checklist Item
	Housekeeper assigned rooms align with hotel category standards & contract terms
	Economy hotels: 18–22 rooms cleaned per shift
	Midscale hotels: 12–16 rooms cleaned per shift
	Upscale hotels: 10–14 rooms cleaned per shift
	Luxury hotels: 8–12 rooms cleaned per shift
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	Cleaning time per room recorded and within agreed productivity target
	Workload adjusted based on room condition (stayover vs departure)
	Staff breaks and shift timing compliant with policy

Room Entrance & First Impression

Completed	Checklist Item
	Door exterior clean, no marks, dust, or fingerprints
	Door handle and lock sanitised and polished
	Door viewer/peephole clean and unobstructed
	Emergency procedure plaque fixed to door/wall - with not damages
	Room number plate clean, visible, and undamaged
	Door frame and surrounding wall clean
	No visible maintenance issues (scratches, dents, loose fittings)
	Entry area floor clean and free from debris
	Celling/vents clean and free from debris
	Fresh, neutral room scent present (no odours)

Bedroom Cleaning Standards

Completed	Checklist Item
	Review overall bedroom presentation
	Room compliant with Brand Standards
	Bed made according to brand/hotel standard
	Fresh linen fitted tightly with no wrinkles or stains
	Pillows plumped, aligned, and in clean pillowcases
	Headboard clean and dust free
	Bed base and under-bed area clean and checked
	Bedside tables cleaned and organised
	Lamps, switches, and shades dust free and working
	All furniture wiped and free from dust or marks
	Full cleaning of bedroom and bathroom completed
	All used linen removed and replaced with fresh linen
	All furniture wiped, sanitised, and repositioned
	Mirrors clean and streak free
	Carpet fully vacuumed including edges and corners
	Hard floors mopped and sanitised (if applicable)



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	Curtains/blinds clean, arranged neatly, and functioning
	Windows clean (internal) and free from smudges
	Wardrobe clean, organised, and empty
	Hangers aligned and in good condition
	Safe functioning and reset

Bathroom cleaning standard

Completed	Checklist Item
	Toilet fully sanitised (bowl, rim, exterior)
	Toilet seat disinfected (top and underside)
	Sink cleaned, polished, and free from residue
	Taps and fixtures polished with no watermarks
	Shower walls and tiles scrubbed and clean
	Shower glass/screens polished and streak free
	Bath (if applicable) cleaned and disinfected
	Bathroom floor mopped and sanitised
	Mirror clean and streak free
	Towels replaced with fresh, folded to standard
	Amenities replenished (soap, shampoo, etc.)
	Bin emptied, cleaned, and relined
	No signs of mould, mildew, or limescale
	Adequate ventilation and no unpleasant odours

Stayover Cleaning (Occupied Rooms)

Completed	Checklist Item
	Bed refreshed or remade according to policy
	Used towels removed and replaced as required
	Bathroom cleaned and refreshed
	Amenities replenished
	Guest belongings respected and not disturbed
	Bins emptied and relined
	Surfaces wiped and sanitised
	Floor vacuumed or cleaned
	Room left tidy and organised

Departure Cleaning (Vacant Rooms)

Completed	Checklist Item
	Carpet vacuumed thoroughly including under furniture
	Bins emptied, sanitised, and relined
	Wardrobe, drawers, and safe checked for left items
	Room fully reset to brand standard layout
	Final check completed for cleanliness and presentation



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Maintenance & Safety Checks

Completed	Checklist Item
	All lights functioning (including bedside and bathroom)
	Air conditioning/heating operational
	Television functioning properly
	Remote control working with batteries
	Telephone functioning
	No plumbing leaks or drainage issues
	Electrical outlets safe
	Smoke detectors present not tampered with
	Any maintenance issues reported immediately

Public Area Cleaning Standards

Check List - Based on arranged SLA

Completed	Checklist Item
	Corridors vacuumed and free of debris
	Lift floors, mirrors, and walls cleaned
	Lift buttons sanitised regularly
	Lobby furniture clean and dust free
	Entrance glass doors polished and streak free
	Public restrooms checked and cleaned regularly
	Waste bins emptied and maintained

Lost & Found Procedure

Completed	Checklist Item
	Found item logged immediately in system/logbook
	Room number clearly recorded
	Date and time of discovery recorded
	Description of item detailed accurately
	Item stored securely in designated area
	Management/supervisor notified
	Follow-up action recorded (if required)

Supervisor Final Inspection

Completed	Checklist Item
	Room meets all hotel cleanliness standards
	Room is fully ready to sell
	No outstanding maintenance issues
	Cleaning time recorded and within standard
	Housekeeper name recorded (on list)
	Supervisor inspection completed thoroughly
	Supervisor signature and date recorded