HOTELOPS TOOLKIT · LOOK-INSIDE SAMPLE

Housekeeping Inspection Pack

$32 · A3 Standards + room checklist + supervisor tally

IN THIS SAMPLE

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The full, editable files come as one zip, instantly after checkout.
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Faulty or not as described? We fix it or refund within 14 days. No change-of-mind refunds.

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Housekeeping — Room Inspection

ONE PER ROOM

Property: _____ Date: ____ / ____ / _____ Room #: _____

Attendant: _____ Inspector: _____ Type: ☐ CO ☐ SO ☐ VIP ☐ Deep

CODES: H hair · D dust · S scum / film / spots · O odour · M missing / wrong set-up · E engineering (raise work order) · **Auto FAIL: H, S or O in the bathroom · previous-guest items · safety defect · stained linen**

Tick Pass or Fail on every line and write the code on each Fail. E codes alone do not fail a clean room: raise the work order and set OOS if a guest would notice.

ENTRY / SAFETY	Pass	Fail	Code / note
Door closes and latches; deadbolt, peephole, DND / make-up card OK [E/M]	☐	☐	
Open-door 5-second test: no odour on entry [O]	☐	☐	
Smoke detector clear; no trip hazards, window / balcony locks work [E]	☐	☐	

BED	Pass	Fail	Code / note
Sheets tight, duvet smooth, pillows plumped, aligned, correct count [M]	☐	☐	
No hair or stains on pillows, sheets or duvet face [H]	☐	☐	
Under the bed clear: no rubbish, hair or previous-guest items [H]	☐	☐	

SURFACES / FLOOR	Pass	Fail	Code / note
Headboard, nightstands, lamps, desk dust-free; bulbs and USB work [D/E]	☐	☐	
TV screen clean; remote sanitised and working [D/E]	☐	☐	
Carpet vacuumed to the edges / floor mopped; skirting clean [H/D]	☐	☐	
Curtains even; blackout closes fully; sills and glass clean [D]	☐	☐	

BATHROOM	Pass	Fail	Code / note
Toilet: bowl, seat both sides, base and behind clean; no odour [S/O]	☐	☐	
Shower / tub: no scum or mould; glass clear; drain hair-free; mat [S/H]	☐	☐	
Basin, tap and vanity polished and dry; mirror streak-free [S]	☐	☐	
Toilet roll + spare, tissues, bin with new liner; toiletries [M/D]	☐	☐	

CLOSET / SUPPLIES	Pass	Fail	Code / note

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A3 · LEADERSHIP EDITION

Housekeeping Standards & Inspection

Room standards, defect codes, the pass / fail rule and the supervisor records behind every Ready room.

Property	_____
Owner	Executive Housekeeper / HK Manager (accountable) · HK Supervisors (inspect) · Room Attendants (self-check)
When used	Every checkout, VIP and early-arrival room before it is released as Ready. Spot-checks on stayovers every shift. Deep-clean board reviewed weekly.
Done means	No room goes to Ready until it passes inspection. Every fail has a defect code, a re-clean and a re-inspection time. Spot-checks and lost property logged the same shift.
Version	2.1 · October 2026
Last reviewed	____ / ____ / _____ Next review: ____ / ____ / _____ By: _____

How to use this file. Fill every blank in sections 1, 3, 5, 6 and 7 with your own numbers before the first scored inspection, then have the HK Manager sign section 12. Print **A3-HK-Room-Inspection-Checklist.pdf** for the floor (page 1, one per room; page 2, one per supervisor shift). This Word file stays your master standard.

1. ROOM STATUS: WHO CAN CHANGE IT

Map these to the codes in your PMS. The rule that matters: an attendant can mark a room Clean, but only a passed inspection makes it Ready / Inspected.

Status	Meaning	Who sets it	Your PMS code
Vacant Dirty (VD)	Guest has checked out; room not yet cleaned	PMS on checkout / FO	_____
Vacant Clean (VC)	Attendant has finished; not yet inspected	Room Attendant	_____
Inspected / Ready (VR)	Passed inspection; sellable; stock and keyed	HK Supervisor only (or attendant self-check where policy allows)	_____

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SUPERVISOR HOW-TO · HOTELOPS TOOLKIT

Housekeeping inspection: setup and daily routine

For HK supervisors and the HK Manager · read once, then keep it with the checklists

ONE-HOUR SETUP (HK MANAGER, BEFORE THE FIRST SCORED INSPECTION)

1. Fill A3 sections 1, 3, 5, 6 and 7 with your own numbers. Time two normal weeks of board times before you set target minutes.
2. Decide who may set a room to Inspected / Ready in the PMS. If attendants can self-check, write the qualifying rule in A3 section 3.
3. Take the supervisors into one checkout room. Inspect it together with page 1 of the checklist, out loud, and agree what Pass looks like on every line.
4. Agree the re-inspection time after a fail and your first-time pass rate target. If you have never measured it, run two weeks first and set the target from what you see.

DAILY ROUTINE (SUPERVISOR)

When	Do
Briefing	Check the arrivals list with the front office: VIPs, early arrivals, guests returning after a complaint, connecting rooms. Mention yesterday's top code to the team.
Order	Inspect in this order: 1) VIP and early arrivals, 2) rooms with a complaint in the last stay, 3) rooms cleaned by attendants in their first month, 4) the rest of the checkouts, 5) stayover spot-checks.
Each room	Page 1 of the checklist. Mark every line, a code on every Fail. Release to Ready only on a Pass.

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