

2025 Hotel Standards by Section Housekeeping Daily Service

STANDARD	TAG	CLASSIFICATION
The bathroom floor is thoroughly cleaned	Service	Cleanliness & Condition
All bathroom fixtures are thoroughly cleaned	Service	Cleanliness & Condition
Bathroom appointments such as mirrors, shelves, etc. are thoroughly cleaned	Service	Cleanliness & Condition
All used bathroom linens and robes are removed and neatly replaced unless the guest opts into an environmental preference program	Service	Technical Execution, Skill & Knowledge
All fresh bathroom linens are clean and completely hygienic	Service	Cleanliness & Condition
All fresh bathroom linens are in excellent condition, free of wear or discoloration	Facility	Cleanliness & Condition
Toiletries and cosmetics are neatly arranged	Service	Guest Comfort & Convenience
High quality underliners are used for toiletries on vanity or counter surfaces, but not under items on narrow shelves	Service	Sense of Luxury
Small appliances provided by the hotel have their cords (i.e. hairdryer, iron, etc.) neatly coiled and appliances are tidily arranged in a convenient location	Service	Guest Comfort & Convenience
End sheets of toilet tissue are neatly pointed or similarly cared for	Service	Guest Comfort & Convenience
Bathroom amenities are sufficiently supplied to last until the next service. Any single-use amenity that is more than half depleted has a fresh product added	Service	Guest Comfort & Convenience
Debris is thoroughly removed from all areas of the bedroom floor	Service	Cleanliness & Condition
Any significant dust, debris or spillage on furniture surfaces is thoroughly cleaned	Service	Cleanliness & Condition
Following daily service, all bed linens are completely clean and in exceptional condition unless the guest opts into an environmental preference program	Service	Cleanliness & Condition
The bed is tightly and attractively remade with decorative elements replaced	Service	Technical Execution, Skill & Knowledge
If the guest opts into an environmental preference program, their requests are honored	Service	Technical Execution, Skill & Knowledge
Wastebaskets and ashtrays throughout the bedroom and bathroom are emptied/ cleaned	Service	Cleanliness & Condition

STANDARD	TAG	CLASSIFICATION
Soiled in-room dining serviceware, trays or trolleys are removed from the room and not left in the corridor	Service	Technical Execution, Skill & Knowledge
If used, glassware, silver or china in the room is thoroughly cleaned	Service	Cleanliness & Condition
If provided complimentary, food and beverage amenities are freshened and/or replaced as necessary	Service	Guest Comfort & Convenience
If applicable, items consumed from the minibar are replaced at some point during the day	Service	Guest Comfort & Convenience
If ice had been provided in the ice bucket, ice bucket is drained and cleaned, or completely refreshed	Service	Guest Comfort & Convenience
Clothing left around the room is neatly folded or draped and left within immediate guest view	Service	Guest Comfort & Convenience
Shoes left out in the room are paired and neatly placed near where the guest had left them, out of high traffic areas	Service	Guest Comfort & Convenience
Personal guest belongings, other than clothing or toiletries, are not substantially disturbed and no guest belongings are missing	Service	Guest Comfort & Convenience
Personal guest belongings, other than clothing or toiletries, are handled in a noteworthy manner	Service	Sense of Luxury
Magazines and newspapers are neatly compiled and arranged	Service	Technical Execution, Skill & Knowledge
Hotel collateral such as service directories, in-room dining menus, corporate directories, etc. are neatly arranged	Service	Guest Comfort & Convenience
TVs are turned off or set to a dedicated welcome channel, furniture throughout the room is neatly straightened and closet and cupboard doors are closed	Service	Guest Comfort & Convenience
All window treatments are opened, if appropriate, have a symmetrical appearance and are uniform day-to-day	Service	Guest Comfort & Convenience
Depleted complimentary room amenities are replenished, such as notepads, pens and laundry kits	Service	Guest Comfort & Convenience
Burned out light bulbs or other malfunctioning equipment is replaced/repared	Service	Guest Comfort & Convenience
The room has an extremely fresh, comfortable atmosphere when the guest returns	Service	Wellness

STANDARD	TAG	CLASSIFICATION
Daily service is provided in a timely, convenient and discreet manner so that the guest does not feel disturbed	Service	Guest Comfort & Convenience
If a room attendant, minibar attendant or technician is encountered, they are very polite and professional. Their appearance is consistent with the property style and demonstrates a strong sense of personal care and hygiene	Service	Courtesy & Manners
Security precautions are taken when staff is servicing rooms	Service	Technical Execution, Skill & Knowledge
Guest room corridors are kept neat and organized during daily service	Service	Technical Execution, Skill & Knowledge