

## 2025 Hotel Standards by Section

### Housekeeping Evening Service

STANDARD	TAG	CLASSIFICATION
Evening service is provided automatically	Service	Sense of Luxury
Evening service is provided automatically or the guest is prominently invited to call to request service	Service	Guest Comfort & Convenience
Evening service is provided in a timely, convenient and discreet manner so that the guest does not feel disturbed	Service	Guest Comfort & Convenience
During evening service, an effort is made to set an appropriate atmosphere	Service	Wellness
During evening service, bedding is neatly prepared. If decorative items are removed, they are discreetly stored	Service	Technical Execution, Skill & Knowledge
During evening service, clothing left around the room is neatly folded or draped and left within immediate guest view	Service	Guest Comfort & Convenience
During evening service, 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
The bedroom is tidied, with significant debris removed from floors and furnishings; wastebaskets are emptied and reading materials are straightened	Service	Technical Execution, Skill & Knowledge
During evening service, the bathroom counter, sink, shower and tub are cleaned	Service	Cleanliness & Condition
Bedroom and bathroom amenities are sufficiently supplied to last until the next service	Service	Guest Comfort & Convenience
During evening service, 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
During evening service, used bathroom linens are removed and neatly replaced, unless the guest chooses to participate in 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
If the guest opts into an environmental preference program, their requests are honored	Service	Technical Execution, Skill & Knowledge

STANDARD	TAG	CLASSIFICATION
<p>If a housekeeping evening service attendant 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</p>	<p>Service</p>	<p>Courtesy &amp; Manners</p>