

WORK INSTRUCTION			
Rooms and Facilities Services– PREPARATION OF GUEST ROOMS and COTTAGES			
Code : DAP-RFS-WI-02	Revision No. : 1	Effectivity: 8 November 2017	Page: 1 of 2

1.0 PURPOSE. To document work instruction for the preparation of guest room and cottages for guidance of Room and Facilities Services (RFS) staff.

2.0 SCOPE

2.1 This work instruction is used for the routine preparation of guest rooms (suite, studio type and family room) and cottages.

3.0 DEFINITION OF TERMS

3.1 **Weekly Monitoring Board** – Guides the RFS staff on the incoming group or individual on their room and/or cottage reservations for the week. This serves as basis of the RFS Supervisor in the preparation of the Daily Routine Form.

3.2 **Daily Routine Form** – Indicates the daily schedule (includes the date and time, number and particular rooms) of room cleaning and other special assignment. Data includes the following date, time, number and type of rooms to be cleaned and the assigned roomboy/chambermaid.

3.3 **Room Standards** – Basic set-up/arrangement, cleaning process and availability of room amenities for each type rooms.

3.4 **Room Checklist Form** – Document that guides staff for the inventory of different room requirements. This serves as evidence for the inventory of physical status of the rooms.

4.0 DETAILS

Item No.	Activity	Responsibility	Interface
4.1	Material Preparation Requests and withdraws needed amenities on rooms and cottages.	Roomboy / Chambermaid	Weekly Monitoring Board Daily Routine Form Room Standards Room/Cottage Checklist Form Maintenance Order



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4.2	Checking of Room Status (First Look) <ol style="list-style-type: none"> Checks if the following are functioning; <ul style="list-style-type: none"> <input type="checkbox"/> TV <input type="checkbox"/> Water Heater <input type="checkbox"/> Telephone <input type="checkbox"/> Air-conditioning <input type="checkbox"/> Lightings <input type="checkbox"/> Faucets <input type="checkbox"/> Water closet Reports any problems or defects to RFS Supervisor/Manager for issuance of Maintenance Order to EMS. 	Roomboy / Chambermaid	Room/Cottage Checklist Form Maintenance Order
4.3	Cleaning of Rooms <ol style="list-style-type: none"> Ensures that the following activities are done: <ol style="list-style-type: none"> Bedding preparations Sweeping Dusting Emptying of trash bin Cleaning of restroom Cleaning of shower room Mopping Replenishment of amenities Polishing 	Roomboy/ Chambermaid	Room/ Cottage Checklist Form Room Standards
4.4	Checking of Rooms (Last look) <ol style="list-style-type: none"> Ensures the cleanliness of rooms; Ensures the completeness and proper placement of amenities ; Sprays air-freshener before closing the door; Sprays insecticide (optional, usually a day before arrival of guest) 	Roomboy/ Chambermaid RFS Supervisor	Room/ Cottage Checklist Form