

Updated: December 2025

Objective: To optimize front desk and housekeeping labor during periods of low hotel occupancy.

Step One - Room Assignments:

- Reservations (night auditor or 7–3 shift) assign 1, 2, and 3 night stays to first floor (when possible).
- Longer stays and checkouts on Thursday–Saturday go to upper floors.

Step Two - Housekeeping Schedule:

- Housekeeping shifts are scheduled based on expected checkouts, mainly focusing on weekend business (Friday–Sunday).

Step Three - Front Desk Room Cleaning Tasks:

7am to 3pm Shift

- Check rooms cleaned by prior shifts.
- This shift is responsible for stripping rooms after checkouts: removing linens, towels, and garbage after breakfast.
- Start Laundry.
- Finish any rooms not vacuumed by Night Audit (these rooms should be complete after vacuuming).
- Next, clean room surfaces (end tables, window ledges, desks, ottomans, refrigerator areas) and bathrooms.
- If time permits, this shift will now finish a room at a time (goal is at least 3 rooms cleaned)

3pm to 11pm Shift

- This shift's main responsibility is to keep laundry going during check-ins. The goal is to have laundry complete prior to Night Audit.
- As time permits in between laundry, this shift will finish a room at a time (goal is at least 3 rooms cleaned).

11pm to 7am Shift

- This shift's main responsibility is clean all remaining rooms (no vacuuming).
- Once the first floor is complete, this shift is responsible for stripping rooms after checkouts: removing linens, towels, and garbage on the second floor.
- If time permits, this shift will clean room surfaces (end tables, window ledges, desks, ottomans, refrigerator areas) and bathrooms.

 Notes are to be made in the Redbook one status of each room to ensure nothing is missed.

 Laundry must be going during all shifts unless there is no laundry to do.

Step Four - Inspection: By 7:00 am the following morning, all recently checked-out rooms should be cleaned. Manager or the 7–3 shift inspects and marks rooms as clean and ready (after the final vacuum if needed).