

Hotel cleaning

Sample site-specific cleaning specification

Fictional premises and quantities. A sample specification, not a quotation or an agreed contract scope. Review each line item against the actual premises before use.

1. Premises and quantities

Hotel premises H · 20 standard rooms · 1,200 m² in total. Guest rooms cleaned after release; public areas cleaned daily, seven days. Check-out and stayover services are alternatives, not two cleans of the same room.

Rooms excluding bathrooms 380 m² · bathrooms 100 m² · lobby 140 m² · corridors 180 m² · stairs 95 m² · lift 5 m² · public washrooms 40 m² · meetings 100 m² · administration 40 m² · staff 40 m² · store 80 m² = 1,200 m²

2. Item structure and scheduling

Group 1.0 identifies an area; 1.1 is its first individual item. Each item states the surface, task, method and frequency/stage. Quantities define premises scope, not universal time or price allowances.

5×/week: Monday-Friday; 3×/week: Monday/Wednesday/Friday; 2×/week: Tuesday/Thursday; 1×/week: Friday. Monthly work: last regular Friday; quarterly work: last regular Friday in

March/June/September/December. Only frequencies actually used in this specification apply. Agree replacement dates within the relevant period. Here, "1×/day" covers seven days, including public holidays. Guest-room scope follows the approved occupancy schedule separately.

3. Requirements before commissioning

Confirm room/component schedule, measurements, materials, existing damage, agreed items, access, service times and contact. Agree water/power, storage, supplies and waste/wastewater routes. Special items not agreed do not automatically form part of the job.

1.0 Check-out rooms: living and sleeping areas

20 standard rooms · 19 m² each excluding bathroom = 380 m²; after release only, alternative to group 2

Item	Cleaning item	Task / method / scope	Frequency / stage
1.1	Room status	Match room number, check-out/release status and permitted access to the hotel schedule. Do not enter occupied or blocked rooms without approval.	per released room
1.2	Waste	Empty specified ordinary bins, replace liners and clean exteriors. Do not treat guest belongings or lost property as waste.	per released room
1.3	Floor	Vacuum carpet throughout including accessible edges and beneath easily movable chairs. Moving beds or heavy furniture is excluded.	per released room
1.4	Desk and shelves	Damp-clean cleared desks, bedside tables and fixed shelves up to 1.80 m with compatible products; finish appropriately.	per released room
1.5	Touchpoints	Clean approved handles, switch exteriors and telephone housings with a suitable lightly dampened cloth. No equipment interiors.	per released room
1.6	Seating	Damp-clean hard seats and armrests; vacuum approved textile upholstery appropriately. Stain treatment is separate.	per released room
1.7	Mirrors	Clean and finish room mirrors throughout. Television and screen cleaning is not part of this item.	per released room
1.8	Lost property and status	Record and hand over lost property under hotel procedures; report damage or missing fittings. Report cleaning completion without assuming technical room release.	per released room

2.0 Stayover rooms: agreed reduced scope

Same 20 rooms; alternative service under guest preferences, no double-counting with group 1

Item	Cleaning item	Task / method / scope	Frequency / stage
2.1	Access approval	Observe occupancy schedule, guest preference and do-not-disturb instructions. Report denied access; do not confirm work in rooms not entered.	per scheduled stayover room
2.2	Clear surfaces	Clean only clear approved ledges and touchpoints. Do not rearrange clothing, papers or valuables.	per scheduled stayover room

2.0 Stayover rooms: agreed reduced scope

Same 20 rooms; alternative service under guest preferences, no double-counting with group 1

Item	Cleaning item	Task / method / scope	Frequency / stage
2.3	Floor	Vacuum clear carpet areas. Do not move luggage, beds or heavy fixtures. Scope depends on actual access.	per scheduled stayover room
2.4	Waste and completion	Empty clearly identified waste; clean the bathroom under group 3. Record room status and uncompleted tasks in the hotel schedule.	per scheduled stayover room

3.0 Guest bathrooms

20 bathrooms · 5 m² each = 100 m² · 20 toilets, basins and showers

Item	Cleaning item	Task / method / scope	Frequency / stage
3.1	Toilet bowl and seat	Clean bowl interior, accessible rim, exterior, seat and lid. Keep toilet cloths separate from other bathroom cloths.	per room clean
3.2	Basin and tap	Clean basin, accessible drain and tap. Remove soap and soluble limescale marks with compatible methods and remove product residues.	per room clean
3.3	Shower tray and drain	Clean shower base and approved drain area. No technical dismantling or pipe cleaning; report visible drainage issues.	per room clean
3.4	Shower wall and glass	Clean and finish accessible specified tiles and shower glass to remove soap/splash marks. Observe coatings and joints.	per room clean
3.5	Mirror and shelves	Clean the entire mirror and clear bathroom shelves with compatible methods. Leave guest toiletries in place.	per room clean
3.6	Touchpoints	Damp-clean handles, latches and approved controls. Treat electrical fittings externally without liquid ingress.	per room clean
3.7	Floor	Wet-clean porcelain tiles including accessible edges and recover solution. Report the bathroom ready for use only after safe drying.	per room clean
3.8	Waste and check	Empty designated bathroom waste and clean bin exteriors; inspect surfaces and fittings. Towels and amenities service are not automatically included.	per room clean

4.0 Entrance, lobby and reception

140 m² porcelain tiles including 12 m² matting; daily cleaning, seven days

Item	Cleaning item	Task / method / scope	Frequency / stage
4.1	Entrance matting	Thoroughly vacuum 12 m ² matting and clean adjacent transitions. Mat washing and exchange are separate.	1× / day
4.2	Hard floor	Remove loose debris and wet-clean the remaining clear floor with compatible methods. Maintain safe guest routes in sections.	1× / day
4.3	Reception	Clean approved clear guest ledges and counter fronts. Leave documents, payment devices and IT untouched.	1× / day
4.4	Handles and door glass	Damp-clean handles and spot-clean accessible finger marks on door glass. Full glazing cleaning is separate.	1× / day
4.5	Seating and waste areas	Clean clear hard seats/ledges, vacuum textile seats if approved and empty specified bins.	1× / day

5.0 Corridors, stairs and circulation

180 m² carpet corridors plus 95 m² resilient stairs/landings = 275 m²

Item	Cleaning item	Task / method / scope	Frequency / stage
5.1	Carpet corridors	Vacuum 180 m ² including accessible edges. Avoid interfering with guest doors or personal belongings.	1× / day
5.2	Steps and landings	Remove loose dirt from 95 m ² and wet-clean with compatible methods. Maintain safe passage in sections.	1× / day
5.3	Handrails and handles	Damp-clean specified handrails and shared-door handles. Protect sensitive coatings and electrical controls.	1× / day
5.4	Fixed door surfaces	Spot-clean finger marks from accessible shared doors. Fire-door maintenance and full glazing cleaning are excluded.	3× / week

6.0 Lift car

5 m² LVT · stainless steel and mirror · after operational release

Item	Cleaning item	Task / method / scope	Frequency / stage
6.1	Lift-car floor	Remove loose dirt; wet-mop and recover liquid. Prevent liquid entering door tracks, gaps or electrical components.	1× / day

6.0 Lift car

5 m² LVT · stainless steel and mirror · after operational release

Item	Cleaning item	Task / method / scope	Frequency / stage
6.2	Controls and handrail	Wipe buttons, grip areas and handrail externally with a suitable lightly dampened cloth. Do not spray the control panel directly.	1× / day
6.3	Lift-car walls and doors	Gently clean accessible stainless steel and coated exteriors. Remove avoidable finger marks; shaft, machinery and maintenance areas are excluded.	1× / day
6.4	Lift-car glass	Clean and finish the mirror and internal lift-car glass. Agree release and lift availability with the site contact.	1× / day

7.0 Public washrooms

40 m² porcelain tiles · 4 toilets, 2 urinals, 4 basins

Item	Cleaning item	Task / method / scope	Frequency / stage
7.1	Toilet bowls and seats	Clean bowl interiors including accessible rims, bowl exteriors, seats and lids. Keep internal and external cleaning operations hygienically separate.	1× / day
7.2	Urinals	Clean bowls internally and externally and accessible flushing fittings. Treat strainers only if approved; technical dismantling is excluded.	1× / day
7.3	Washbasins	Clean bowls, overflow openings, accessible drain areas and adjacent ledges. Remove soap and water-soluble residues and remove cleaning product residues.	1× / day
7.4	Taps	Clean taps and operating parts gently, remove product residues and finish. Check compatibility with chrome and other coatings.	1× / day
7.5	Mirrors	Clean and finish the entire mirror with a suitable method. Remove avoidable splashes, finger marks and streaks.	1× / day
7.6	Touchpoints	Damp-clean handles, latches, push plates and dispenser controls. Use cloths separate from toilet and urinal cleaning.	1× / day
7.7	Partitions and doors	Spot-clean accessible finger marks and splashes on partitions and doors. Full surface cleaning is additional under item 10.3.	1× / day

7.0 Public washrooms

40 m² porcelain tiles · 4 toilets, 2 urinals, 4 basins

Item	Cleaning item	Task / method / scope	Frequency / stage
7.8	Splash-zone tiles	Damp-clean visible soap and splash residues on accessible tiles around basins and sanitary fixtures. Full wall deep cleaning is excluded.	1× / day
7.9	Floor surfaces	Remove loose debris; wet-mop with separate washroom textiles and recover soiled solution. Include accessible edges and areas behind toilet bowls.	1× / day
7.10	Hygiene and general waste	Empty specified bins or replace sealed liners; clean exteriors. Exchange of sealed third-party service units is excluded.	1× / day
7.11	Consumables	Check and replenish soap, hand towels and toilet paper from stock supplied on site. Report shortages; procurement is separately agreed.	1× / day
7.12	Toilet brushes and holders	Clean holders and external supports. Treat brushes under the agreed hygiene routine; report damaged or worn equipment.	1× / day

8.0 Meeting and administration rooms

100 m² carpet meeting rooms plus 40 m² LVT administration = 140 m²

Item	Cleaning item	Task / method / scope	Frequency / stage
8.1	Meeting-room floor	Vacuum 100 m ² released carpet, moving loose chairs to access edges and returning them neatly.	3× / week
8.2	Administration floor	Remove loose dirt from 40 m ² LVT and wet-clean. Leave papers and connected equipment untouched.	3× / week
8.3	Tables and shelves	Damp-clean cleared tables and specified hard shelves with compatible methods. Do not operate event equipment.	3× / week
8.4	Touchpoints and waste	Damp-wipe handles and switch exteriors; empty agreed ordinary bins under sorting arrangements.	1× / day
8.5	Additional event	Cleaning immediately after an additional event requires its own visit order. Agree event use and any additional cleaning beforehand.	separate agreement only

9.0 Staff and storage areas

40 m² LVT staff room plus 80 m² PVC store = 120 m²; no hotel kitchen

Item	Cleaning item	Task / method / scope	Frequency / stage
9.1	Staff-room floor	Wet-clean 40 m ² clear flooring, briefly moving and replacing loose chairs. Leave personal belongings in place.	5× / week
9.2	Staff surfaces	Damp-clean clear hard tables, ledges and handles; empty ordinary waste under agreed sorting arrangements.	5× / week
9.3	Store floor	Vacuum and wet-clean 80 m ² accessible clear floor with compatible methods. Move linen trolleys or stock only under agreed handling arrangements.	1× / week
9.4	Store shelves	Dust cleared accessible shelf sections up to 1.80 m. Leave linen, goods and closed containers untouched.	1× / month

10.0 Periodic additions

Specified accessible areas; coordinate room work with occupancy

Item	Cleaning item	Task / method / scope	Frequency / stage
10.1	Skirting and edge zones	Groups 1 and 3-9: clean accessible skirting and fixed floor edges with compatible methods. No heavy furniture moving.	1× / month
10.2	Door leaves and frames	Damp-clean entire approved accessible guest-room and shared-door surfaces. Plan room access beforehand.	1× / month
10.3	Washroom partitions	Group 7: damp-clean specified partitions and doors throughout with separate washroom cloths.	1× / month
10.4	Limescale deposits	Groups 3 and 7: remove soluble limescale from approved sanitary fixtures with compatible methods. Check joints and coatings.	1× / week
10.5	Bin interiors	Clean and dry specified empty ordinary bin interiors. Medical and third-party service units are excluded.	1× / month
10.6	Radiator exteriors	Dust 20 specified accessible exteriors and grilles. No dismantling or technical interior cleaning.	1× / month
10.7	Elevated surfaces	Remove cobwebs and dust from specified surfaces between 1.80 and 2.50 m. Agree safe equipment and room release first.	1× / quarter

11.0 Separate hotel and intensive services

Not automatic standard services; agree feasibility and scope before activation

Item	Cleaning item	Task / method / scope	Frequency / stage
11.1	Bed and linen service	Bed-making, bed linen and towel changes require explicit agreement covering room types, linen logistics and hygiene responsibility. Not activated in this sample.	separate agreement only
11.2	Amenities and minibar	Replenishment, checks, stock control and guest services are outside cleaning scope and need separate task/responsibility arrangements.	separate agreement only
11.3	Deep/intensive cleaning	Commission carpet intensive treatment, intensive washroom work or floor deep cleaning through a separate area schedule, trial area and downtime agreement.	separate agreement only

Execution principles and scope limits

Materials and methods: Check flooring, coatings, manufacturer guidance and pre-existing damage first. Select compatible products and mechanical action; assess uncertain surfaces on an approved trial area.

Access and safety: Release work areas, agree suitable access and equipment, mark wet floors and maintain escape routes. Record key control, alarm arrangements and restricted times in the premises plan.

Limitations: Cleaning does not repair scratches, chemical damage, material defects or permanent discolouration. Record inaccessible surfaces and agree additional work separately.

Hotel operations: agree access, guest preferences, quiet hours, lost property and room status. Group 3 bathroom work supplements either group 1 or 2, not both. Additional public-area spot visits require their own schedule.

Excluded: hotel kitchen and food production, laundry processing, minibar, amenities, guest services, full glazing cleaning, maintenance and special disinfection. Assess capability and linen logistics before any housekeeping extension.

Quality checks and completion record

Check every cleaned room against the approved checklist and room ID and report status to the hotel. Inspect public areas by item for avoidable debris, finger marks and streaks. Record damage, lost property, denied access and missing fittings separately.

Adapting to actual premises

Do not confirm obstructed tasks as completed without verification. Agree changes by version and item number; separately define extra work, repeats and supplies. Derive work planning and any quotation from the agreed item list. Prices, term and other contract conditions are agreed separately.