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SafetyCulture



Title Page

Name of Establishment

Conducted on

 

Prepared by

Guest Room Inspection

Instructions:

1. Follow this Hotel Room Inspection SOP by answering ✓ or X.
 2. If the answer is X, take action to fix/replace/supply what is needed if able then answer ✓.
 3. If unable to fix/replace/supply what is needed, use the 'action' feature to contact the responsible department/person.
-

Guest Room

Upon entering the guest room, check if:

Doors are working properly

✓ X

Light switches are working

✓ X

Windows open and close properly

✓ X

Windows are free of cracks

✓ X

Window glass is clean

✓ X

Drapes are straight and working properly

✓ X

Controls for air conditioning/heat work properly

✓ X

Air conditioning filter clean is clean

✓ X

Lamps are working

✓ X

Wall lights are working

✓ X

Lamp shades are clean and straight

✓ X

Beds are correctly made

✓ X

Pillows are fluffed and even

✓ X

Bedspreads are straight

✓ X

Mattresses are firm

✓ X

Bedspreads are free of rips and stains

✓ X

Upholstery is clean and in good condition

✓ X

Furniture free from scratches or stains?

✓ X

Walls are clean and free of cobwebs

✓ X

Walls are free from scratches and nicks

✓ X

Luggage racks are in good condition

✓ X

Pictures and mirrors are straight

✓ X

The telephone is working

✓ X

Ashtrays are clean

✓ X

Drawers slide out easily

✓ X

Minimum of 6 hangers available? (3 suit 3 dress)

✓ X

Drapes are partially closed

✓ X

Bathroom

After checking the guest room, enter the bathroom and check if:

Toilet seat is clean on both sides

✓ X

Shower rod is working and in good condition

✓ X

Toilet flushes correctly

✓ X

Bathroom is free of unpleasant odours

✓ X

Shower curtain is clean

✓ X

Pop up stopper is clean

✓ X

Tiles are free of water spots

✓ X

Shower and/or tub is free of grout

✓ X

Fresh supply of towels available

✓ X

No visible dirt, dust etc on the floor?

✓ X

Guest Room Amenities

Instructions:

1. Check if the following items are available and supply them if they are not.
 2. If unable to supply missing items, contact responsible department/person using the 'action' feature.
-

Marketing material

Guest directory

✓ X

Report card on experience

✓ X

Tourist brochures

✓ X

Hotel food and drink menu

✓ X

General

1 ice bucket & poly liner

✓ X

1 waste basket

✓ X

1 memo pad with hotel pen

✓ X

3 glasses

✓ X

Bathroom

1 frosted oval display tray

✓ X

2 bars of soap (1.25 oz)

✓ X

1 bottle of shampoo 22ml

✓ X

3 bath towels

✓ X

3 face cloths

✓ X

1 bath mat

✓ X

1 Hairdryer

✓ X

2 toilet rolls

✓ X

Miscellaneous

1 coffee maker

✓ X

1 filter pack coffee

✓ X

1 filter pack decaffeinated

✓ X

1 tea bag

✓ X

1 condiment package

✓ X

1 iron

✓ X

1 ironing board

✓ X

1 fridge

✓ X

2 porcelain coffee cups

✓ X

Guest Room Settings

Room

Before leaving the guest room, make sure that:

Lights are off

✓ X

Heating is set at 18 degrees or 70F

✓ X

Windows are closed

✓ X

Television is off with remotes out

✓ X

Bathroom

Before leaving the bathroom, make sure that:

Sinks are off

✓ X

Drain plugs are open

✓ X

Shower curtain is centered

✓ X

Shower head is pointing towards the wall

✓ X

Toilet lid is down

✓ X

Bathroom door is open

✓ X

Lights are off

✓ X

Signature of housekeeper/cleaner

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