

## Motel Coach Template: Housekeeping 101 - Cheat Sheet.

### Daily Setup

1. Print PMS arrivals report.
2. Highlight stayovers vs departures.
3. Note early check-ins, special requests, VIPs.
4. Prioritize rooms based on arrival times and requests.

### Room Allocation

1. Allocate rooms to housekeepers in zones/floors.
2. Balance workload by room type and number.
3. Assign deep cleans, check with supervisor for rotation.

### Communication

1. Hold a quick morning brief with housekeeping staff.
2. Review special notes (e.g., pet room, long stays).
3. Confirm return time for rooms needed early.

### End of Day

1. Verify all rooms marked clean in PMS.
2. Log any maintenance or DNDs.
3. Debrief with the team for tomorrow's prep.

### Key Terms

1. DND – Do Not Disturb
2. OOO or OOS – Out of Order or Out of Service
3. Stayover – Guest remains for another night
4. Departure – Guest checking out today
5. Early-In – Guest arriving before standard check-in
6. Blocked – Room held, not assigned in system yet
7. Deep Clean – Extended cleaning, rotating schedule
8. LF, HF, NE, NL - Low Floor, High Floor, Near Elevator, Near Lift
9. XX XX - if there are Xs either side of a guest name this is indicating that they want total privacy in the event someone calls you don't know they are in-house.