

5 Essential Housekeeping Tips for Unmatched Guest Satisfaction and Success

Thank you for joining today's ELEVATE session. This document provides additional recommendations by the panelists to deliver superior cleans and happy teams.

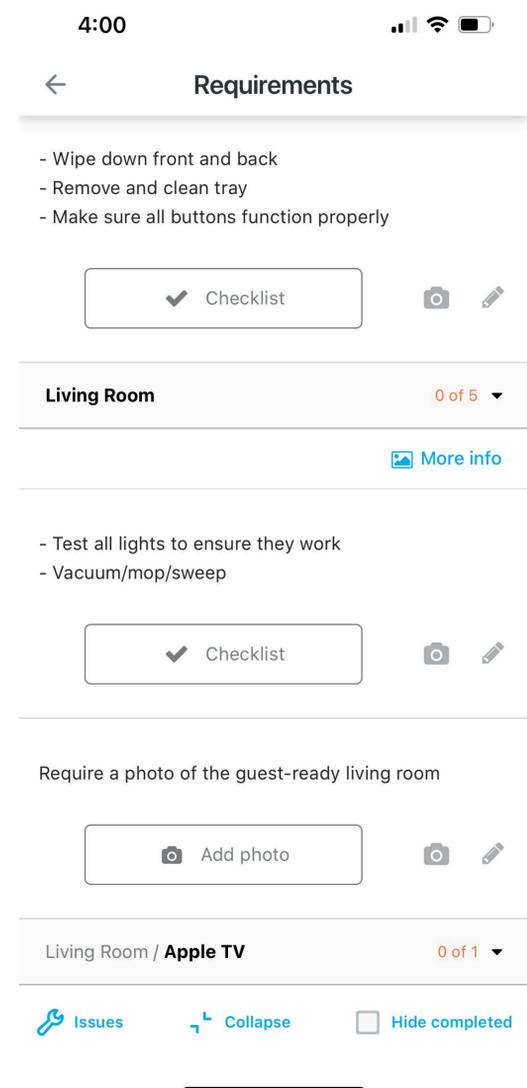


1 A Picture is worth a thousand words

Have your cleaner take photos of how they leave each room. This can serve as a great way to engage with guests should any issues arise. Breezeway enables you to [associate photos with the property](#) to clearly indicate how it should be set-up and [require cleaners to take new photos](#) during every job.

PRO TIP

Have your cleaners take photos of the property BEFORE any work has been done. This shows that the home was used and will serve as documentation for any guest damage claims.



2 The 15-minute rule

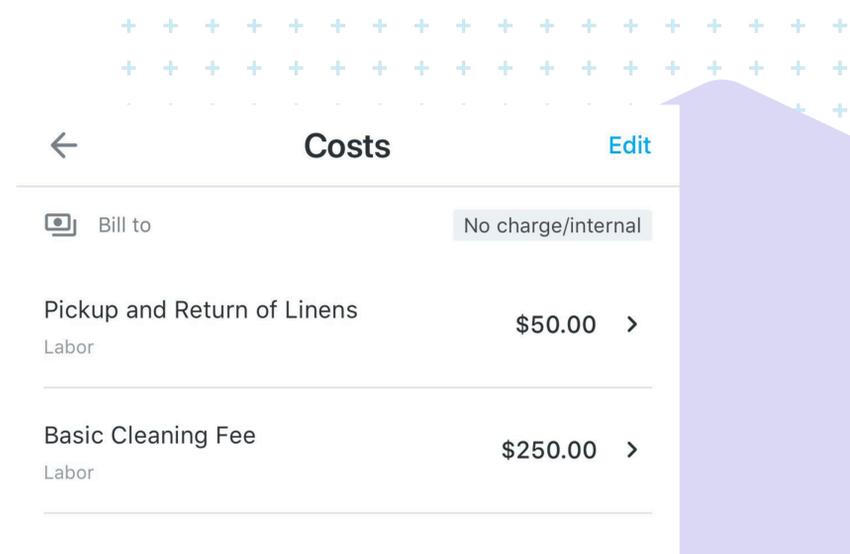
When inspectors enter a property and an issue is found, have them document it for training purposes, but if resolution will take less than 15-minutes, the inspector should complete it. If the work requires more than 15 minutes, a callback is recommended. Often, the work can be corrected faster by the inspector in property than it will take a cleaner to return.

PRO TIP

Regularly analyze the number of cleans completed by a cleaner to the number of callbacks. Tracking this percentage is an effective measurement of performance and can help with assigning homes to cleaners.

3 Differentiate Task Payouts

If your team is completing multiple pieces of work during their time in property, they should understand the compensation for each. Distinguishing pay for different tasks (cleaning, inventory, laundry, etc), not only increases accountability, it reducing confusion around potential compensation adjustments.



Costs		Edit
 Bill to		No charge/internal
Pickup and Return of Linens Labor	\$50.00	>
Basic Cleaning Fee Labor	\$250.00	>

4 Share Reservation Details with your Cleaners

Allow your cleaners to prioritize their work and know what they're walking into. By [providing details on the reservation](#) like length of stay, how many guests, if there were pets and more, cleaners can confidently start any job.

5 Get Eyes in the Property

Consider adding a mid-stay clean on stays of a certain length. This allows your team to get into the property and leave with a better understand what checkout day may bring.

PRO TIPS

Train your team to read the checklist. Everyone strives to provide guest ready properties, but we're all human. Regularly adjust your checklists and consider ways to gamify the housekeeping clean by adding requirements like 'if you're reading this, text NAME for a \$5 gift card.' Having your team go back through the checklist upon job completion allows them to QA their work, reduces callbacks and creates a little fun on busy turn days!

NEXT LEVEL PRO TIP

Add a requirement for cleaners to include their names certifying the job was done correctly and the property is ready to be released to guest. If the property is not ready, ask your team to provide the details on what is outstanding. This final step creates an additional sense of accountability and responsibility.