



Hotels and Lodging

ENTRANCE, LOBBY AND OTHER COMMON AREAS

DISINFECT ENTRYWAY

Including doorways, door knobs, light switch, glass entryways, railings, etc.

- Regularly disinfect all high-touch surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Wipe and polish all metal fixtures with blue glass cloth for a streak-free shine.

DISINFECT CHECK-IN/BELL DESKS

Including guest registration, key card access points, etc.

- Regularly disinfect all high-touch surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Wipe and polish all plexiglass sneeze guards with a microfibre cloth and warm water with detergent.
- Wipe and polish all metal fixtures with blue glass cloth for a streak-free shine.
- Disinfect point-of-sale devices, including all touch screens and pagers.

DISINFECT LOBBY AND OTHER COMMUNAL SEATING AREAS

- Regularly disinfect all high-touch surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Ensure tables, benches and chairs are disinfected, paying special attention to high-touch areas like arm rests, head rests and chair backs.
- Clean and disinfect electronics (like television screens) according to manufacturers' instructions. If no guidance, use disinfectant and a damp microfibre cloth or disposable microfibre wipe.
- Clean soft surfaces, such as carpeted floor, rugs and drapes with soap and water or with cleaners appropriate for use on these surfaces. If possible, launder items according to manufacturers' instructions or use a disinfectant and a microfibre wipe to disinfect.

DISINFECT ELEVATOR/ESCALATOR THRESHOLDS, STAIRWELLS AND HALLWAYS

- Use disinfectant and a damp microfibre cloth or disposable microfibre wipe to disinfect all buttons, railings and any other high-touch areas inside the elevator and within the elevator threshold, as well as the stairwell and/or escalator.

DISINFECT OFFICES, ENGINEERING AND OTHER EMPLOYEE AREAS

Including light switches, door knobs, railings, drawer handles, etc.

- Regularly disinfect all high-touch surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Regularly disinfect appliance surfaces, including coffee machine and water dispenser, using disinfectant and a damp microfibre cloth or disposable microfibre wipe.
- Ensure benches and chairs are disinfected, paying special attention to high-touch areas like arm rests, head rests and chair backs.
- Clean and disinfect individual electronics (like desk phones, computer monitors, keyboards, mice, etc.) according to manufacturers' instructions. If no guidance, use disinfectant and a damp microfibre cloth or disposable microfibre wipe.

WASTE DISPOSAL

- Dispose of waste and recycling as often as needed, or at least once daily.
- Place new liner bag in the waste container.
- Disinfect waste disposal area and clean rubbish bin regularly.

DUST MOP AND WET MOP THE FLOOR

- Regularly use a Lobby Pro® broom and dustpan to sweep up messes as needed.
- Check the floor for debris and use a scraper if needed before beginning.
- Use microfibre 45cm dust pad and begin dust mopping from the entrance door working backward. If a dust mop is not available, use a broom.
- Place wet floor sign on the ground to alert guests of wet floor to help prevent slips and falls.
- Use sterile, disposable wet mop or freshly machine-laundered wet mop. Once dirty water bucket is in place, fill the mop bucket with diluted floor cleaning solution as recommended per chemical-specified guidelines.
- Begin mopping at the opposite end of the door and if using a string mop, use a "Figure 8" motion to prevent cross-contamination and keep track of dirty and already cleaned surfaces.



DON'T FORGET

1. Clean visibly dirty surfaces with water and detergent prior to disinfecting.
2. Ensure proper dwell time is met and let air dry.



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TIP

AHLA recommends placing hand sanitizer dispensers at key guest and employee entrances and contact areas within a hotel, including lobby reception areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable.¹ Ensure hand sanitiser stations are refilled regularly.



Hotels and Lodging

GUESTROOMS AND SUITES

Prior to beginning daily housekeeping responsibilities, ensure that your housekeeping cart is stocked appropriately with chemicals, cleaning tools and supplies, linens, paper goods and amenities. Replenish supplies as needed from your assigned linen or housekeeping closet.

PREPARE GUESTROOM FOR SERVICE

- Place vacuum cleaner and cleaning supplies inside the guestroom door.
- Turn on all lights and open all curtains.
- Gather all waste and recycling, and dispose of all rubbish in the cart. Wipe down waste receptacle with disinfectant.
- Strip the unmade bed and remove all used towels from the restroom (as often as necessary or regularly, according to supervisor guidelines). Take all dirty linen and towels to the cart.
- Clean soft surfaces such as rugs, bedspreads, decorative pillows and drapes with soap and water, or with cleaners appropriate for use on these surfaces. If possible, launder items according to manufacturers' instructions or use a disinfectant and a microfibre wipe to disinfect.

DUST GUESTROOM

Including night stands, headboards, armoire/dresser/tables, dresser drawers, television and stand, lamps and shades, window sills/blinds/shades, heating units, door frames.

- Use microfibre high duster to reach high spots, including vents.
- Use recommended cleaning solution and a damp microfibre cloth to dust the room, starting at the far side and working your way around to the door.

MAKE BED(S)

- Check mattress, mattress pad and box springs for stains, tears or damage. Replace or alert supervisor as needed.
- Start making the bed with bottom sheet, taking care to miter each bed corner. Put the top sheet on the bed and the blanket on top of the sheets. Tuck in the sheets and blanket, and miter each bed corner. Put pillowcases on the pillows and place them on bedspread fold.

CLEAN AND DISINFECT CLOSET, CLEAN MIRROR

Including shelves, doors, iron, ironing board, luggage rack, lock box and door tracks.

- Clean the closet of the guestroom using a disinfectant and damp microfibre cloth or disposable microfibre wipe to disinfect each area.
- Remember to pour out any water in the iron and attach laundry bags to hangers as needed.
- Use a damp blue microfibre cloth to clean the mirror, removing smudges and fingerprints as needed.



DON'T FORGET

1. Clean visibly dirty surfaces with water and detergent prior to disinfecting.
2. Ensure proper dwell time is met and let air dry.

CARPET CLEANING

- Begin by plugging in the vacuum cleaner into a centrally located outlet to increase productivity.
- Overlap strokes slightly until the entire area is vacuumed. Make sure to use any helpful accessories to aid in hard-to-reach areas.
- Apply spot cleaner directly to any stains and necessary areas, and follow specific label instructions.
- Use a circular motion to apply spot cleaner outside the perimeter of the spot to avoid spreading of the spot.
- Allow time for the area to dry and then use a tapping brush and blot with a white towel to absorb the soil.
- Rinse the area thoroughly with clean water.
- Once the carpet has dried, use the vacuum to remove any remaining residue.
- Launder rugs and door mats regularly according to manufacturers' instructions.

DISINFECT HIGH-TOUCH SURFACES

Including remote controls, door and furniture handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks, etc.

- Disinfect all high-touch surfaces with disinfectant and a damp microfibre cloth or disposable microfibre wipe.

PRIOR TO LEAVING GUEST ROOM

- If recommended by supervisor, utilise electrostatic sprayer as final step in the disinfection process.
- Check under and behind dressers, nightstand and beds for lost/missing items. Ensure all furniture is in proper location.
- Ensure all amenities have been refilled as needed.
- Ensure lamps and light switches have been turned off.
- Turn heat/air conditioners to previously determined setting.
- Look around to make sure that everything is in place and alert supervisor of any issues or concerns.
- Record status code on your room assignment sheet.



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Hotels and Lodging

GUESTROOM AND SUITE RESTROOMS

Follow the steps in order to ensure that you move from the cleanest surfaces in the restroom to the dirtiest surfaces and from the top of the restroom to the bottom to help minimise cross-contamination.

DISINFECT SINK AND COUNTER

- Use damp **yellow** microfibre cloth for general cleaning, and a damp **blue** microfibre glass cleaning cloth for bright surfaces.
- Wipe top of sink and bowl, as well as the front of the counter with the **yellow** microfibre cloth.
- Wipe and polish faucet handles and all metal fixtures with **blue** glass cloth.
- Clean the piping and all the exposed surfaces of the entire unit.

CLEAN MIRRORS

- Use damp **blue** microfibre glass cleaning cloth.
- Lightly wet cloth with water and clean mirror from top to bottom.
- Remove fingerprints, splash marks and smudges as needed.

DISINFECT TOILET BOWL AND SURFACE

- Pour a small quantity of bowl cleaner in the toilet bowl water of the toilet.
- Dip bowl brush into the bowl water, now mixed with bowl cleaner, and move it around all inside surfaces including under the rim of the bowl, allowing to stand for proper dwell time.
- Clean and polish the piping, flush handle, seat and bowl with a **yellow** microfibre bathroom cloth.

DISINFECT SHOWER AND TUB

- Use a damp microfibre pad and spray cleaning solution on tile starting at the top and working to the bottom.
- Clean shower walls, top to bottom, finishing at the drain.
- Wipe the showerhead, faucet handles and other fixtures clean with a damp **yellow** microfibre cloth.
- Wipe the shower rod, hand rails and shower curtains with a **yellow** microfibre cloth. Ensure all areas are cleaned.

RESTOCK AMENITIES AND DISPOSE OF WASTE

- Restock towels, amenities, tissues and toilet paper as needed.
- Dispose of waste daily in guestroom restrooms, placing a new liner bag in the waste container.
- Disinfect waste disposal area and clean waste container regularly.

DUST MOP THE FLOOR

- Use a **green** microfibre dust pad and begin dust mopping in the corner of the room farthest from the entrance door working backwards.
- Be sure to dust as far under fixtures as possible, always keeping the dust mop on the floor. Pay particular attention to clean in corners.
- When all dust is pulled to the exit door, sweep up with broom and dust pan, and dump into waste container on housekeeping cart.

WET MOP THE FLOOR

- Take a properly charged microfibre damp mop pad from the housekeeping cart and begin mopping in the corner of the room farthest from the entrance door working backwards. Be sure to mop under all fixtures, sinks and behind toilet/urinal.
- Continue mopping backwards out restroom door.
- Remove damp mop pad and drop into dirty linen bag on the housekeeping cart. Only use one damp mop pad per guest restroom.



DON'T FORGET

1. Clean visibly dirty surfaces with water and detergent prior to disinfecting.
2. Ensure proper dwell time is met and let air dry.



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TIP



Make sure to wear disposable gloves and ensure proper ventilation while cleaning and disinfecting the restroom.

Cleaning recommendations based on guidance from the Association for the Healthcare Environment (AHE).

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Hotels and Lodging

MARKET PLACE, BUSINESS CENTER, FITNESS CENTER AND OTHER

DISINFECT MARKET PLACES/PANTRY SHOPS

Including light switches, door handles, etc.

- Regularly disinfect all high-touch surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Regularly disinfect all high-touch shelves and cooler surfaces, including handles and glass, using disinfectant and a damp microfibre cloth or disposable microfibre wipe.
- Clean and disinfect individual electronics (like computer monitors, keyboards, mice, printers) according to manufacturers' instructions. If no guidance, use disinfectant and a damp microfibre cloth or disposable microfibre wipe.
- Disinfect point-of-sale devices, including all touch screens and pagers.
- Wipe and polish all metal fixtures with blue glass cloth.

DISINFECT BUSINESS CENTER, CONFERENCE ROOMS AND BALLROOMS

Including light switches, drawer handles, door knobs, etc.

- Regularly disinfect all high-touch surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Ensure the table and all chairs are disinfected, paying special attention to high-touch areas like arm rests.
- Clean and disinfect electronics (like speaker phones, touchscreen displays and monitors, keyboards, mice, etc.) according to manufacturers' instructions. If no guidance, use disinfectant and a damp microfibre cloth or disposable microfibre wipe.
- Wipe and polish all metal fixtures with blue glass cloth.

DISINFECT VENDING AREA

- Regularly disinfect all high-touch appliance surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Coffee machine/water dispenser:** Wipe down all handles and surfaces.
- Vending machine:** Wipe down glass and all touchpads.
- Ice machine:** Wipe down the exterior and all handles/touch points.
- Wipe and polish all metal fixtures with blue glass cloth.

DISINFECT FITNESS CENTER AND WEIGHT ROOM

Including mats, weight stations, sports balls and all equipment.

- Regularly disinfect all high-touch surfaces with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe, paying special attention to high-touch areas like arm rests and buttons.
- Clean and disinfect electronics (like speakers, touchscreen displays, etc.) according to manufacturers' instructions. If no guidance, use disinfectant and a damp microfibre cloth or disposable microfibre wipe.
- Launder any towels or other soft goods according to manufacturers' instructions. Use the warmest appropriate water temperature and ensure items are dried completely.
- Ensure hand sanitiser stations are available and refill as needed.
- Ensure pre-moistened wipes and cleaning equipment is restocked.
- If applicable, follow Restroom Cleaning Checklist to disinfect restroom/locker area.

DISINFECT POOL/SPA AREA

- Disinfect high-touch areas and frequently-touched surfaces at least daily, including: handrails, door knobs, slides, diving boards and structures for climbing or playing with disinfectant. Using the 8-sided methodology, use a damp microfibre cloth or disposable microfibre wipe.
- Disinfect shared objects each time they are used, including: lounge chairs, tabletops, and other shared furniture and equipment.
- Launder any towels or other soft goods according to manufacturers' instructions. Use the warmest appropriate water temperature and ensure items are dried completely.
- Ensure adequate equipment/furniture (lounge chairs, kick boards, etc.) are provided to minimise sharing to the extent possible.

WASTE DISPOSAL

- Dispose of waste and recycling as often as needed, or at least once daily.
- Place new liner bag in the waste container.
- Disinfect waste disposal area and clean rubbish bin regularly.



DON'T FORGET

1. Clean visibly dirty surfaces with water and detergent prior to disinfecting.
2. Ensure proper dwell time is met and let air dry.



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TIP

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Hotels and Lodging

KITCHEN, RESTAURANT AND DINING AREAS

DISINFECT HOSTESS STATION

- Using the 8-sided fold methodology, regularly disinfect all high-touch areas with disinfectant and a damp microfibre cloth, including countertop.
- Wipe and polish all metal fixtures with blue glass cloth for a streak-free shine.
- Disinfect point-of-sale devices, including all touch screens and pagers.
- Wipe down and disinfect each individual menu using a disposable microfibre wipe.

SANITISE BUFFETS AND SERVING LINE

Including countertops, cashier station, protective screens, condiment stations and waste receptacles.

- Regularly clean line railing using soap and water, then use sanitiser and a damp microfibre cloth or disposable microfibre wipe to sanitise the surface using the 8-sided fold methodology.
- Regularly change out serving utensils on a frequent basis.
- Ensure that dishes, flatware, linens and/or paper products are replenished as needed at regular intervals.
- Regularly disinfect self-serve drink station (coffee, water, juice, etc.) by wiping down all handles and surfaces using disinfectant and a damp microfibre cloth or disposable microfibre wipe.

SANITISE BAR/LOUNGE

- Remove visible soils, spills and crumbs using a microfibre cloth and water with detergent.
- Rinse the surface with clean water to remove any detergent.
- Use sanitiser and a damp microfibre cloth or disposable microfibre wipe to sanitise the surface. Let air dry.
- Wipe and polish all metal fixtures with blue glass cloth for a streak-free shine.

SANITISE DINING ROOM AND BAR TABLES

- Remove all items (salt and pepper shakers, napkin dispensers, condiment containers, etc.) from the table in order to fully clean the entire surface.
- Remove visible soil, spills and crumbs using a microfibre cloth and water with detergent.
- Rinse the surface with clean water to remove any detergent.
- Use sanitiser and a damp microfibre cloth or disposable microfibre wipe to sanitise the surface. Let air dry.
- Sanitise all tables at the start of the day, in between each group of patrons, and again at the end of the day.
- Ensure any benches, chairs and high chairs are sanitised, paying special attention to high-touch areas like arm rests.



DON'T FORGET

1. Clean visibly dirty surfaces with water and detergent prior to disinfecting.
2. Ensure proper dwell time is met and let air dry.

SANITISE FOOD PREP AREA

Including light switches, door knobs, railings, drawer handles, etc.

- Remove visible soils, spills and crumbs using a microfibre cloth and water with detergent.
- Rinse the surface with clean water to remove any detergent.
- Use sanitiser and a damp microfibre cloth or disposable microfibre wipe to sanitise surface. Let air dry.
- Follow company policy regarding how and when to clean equipment, including: BBQ, flat top, fryer, microwaves, toasters, refrigerators, etc.
- Clean and sanitise prep areas frequently throughout the day and again at the end of each day.

SANITISE SURFACE AREAS AND EQUIPMENT

Including cutting boards, stationary equipment, work tables & utensils, service equipment, flatware, door handles, cooler, freezer and access doors.

- Remove visible food particles and crumbs using a microfibre cloth and water with detergent.
- Rinse the surface with clean water to remove any detergent.
- Use sanitiser and a damp microfibre cloth or disposable microfibre wipe to sanitise the surface. Let air dry.
- Clean and sanitise prep surfaces frequently, regularly changing out sanitising water and cleaning cloths throughout each shift.

DUST MOP AND WET MOP THE FLOOR

- Check the floor for debris and use a scraper if needed before beginning.
- Use microfibre 45cm dust pad and begin dust mopping from the entrance door working backward. If a dust mop is not available, use a broom.
- Place wet floor sign on the ground to alert guests of wet floor to help prevent slips and falls.
- Use sterile, disposable wet mop or freshly machine-laundered wet mop. Fill the mop bucket with diluted floor cleaning solution as recommended per chemical-specified guidelines.
- Begin mopping at the opposite end of the door and use a "Figure 8" motion to prevent cross-contamination and keep track of dirty and already cleaned surfaces.



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TIP

AHLA recommends placing hand sanitiser dispensers at key guest and employee entrances and contact areas within a hotel, including lobby reception areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable.¹ Ensure hand sanitiser stations are refilled regularly.



Hotels and Lodging

PUBLIC RESTROOMS

Follow the steps in order to ensure that you move from the cleanest surfaces in the room to the dirtiest surfaces, and from the top of the room to the bottom, to help minimise cross-contamination.

Before starting, place a "Closed for Cleaning" sign in front of the restroom to reduce interruptions and ensure that the restroom can be fully cleaned.

DISINFECT SINK AND COUNTER

- Use damp yellow microfibre cloth for general cleaning and a damp blue microfibre glass cleaning cloth for bright surfaces.
- Wipe top of sink and bowl, as well as the front of the counter with the yellow microfibre cloth.
- Wipe and polish faucet handles and all metal fixtures with blue glass cloth.
- Clean the piping and all the exposed surfaces of the entire unit.

CLEAN MIRRORS

- Use damp blue microfibre glass cleaning cloth.
- Lightly wet cloth with water and clean mirror from top to bottom.
- Remove fingerprints, splash marks and smudges as needed.

DISINFECT TOILET BOWL AND SURFACE

- Pour a small quantity of bowl cleaner into the toilet bowl water of the toilet.
- Dip bowl brush into the bowl water, now mixed with bowl cleaner, and move it around all inside surfaces including under the rim of the bowl, allowing to stand for proper dwell time.
- Clean and polish the piping, flush handle, seat and bowl with a yellow microfibre bathroom cloth.

RESTOCK SUPPLIES AND WASTE DISPOSAL

- Restock supplies at the hand sink including soap and sanitiser.
- Dispose of waste and recycling as often as needed, or at least once daily.
- Place a new liner bag in the waste container.
- Disinfect waste disposal area and clean waste container regularly.



DON'T FORGET

1. Clean visibly dirty surfaces with water and detergent prior to disinfecting.
2. Ensure proper dwell time is met and let air dry.

WHAT TO DO: BODILY FLUID EVENT (VOMIT OR DIARRHEA)

- Ensure the employee cleaning the area is utilizing appropriate PPE.
- Segregate the area that has been contaminated. Clean and disinfect the area including floor, walls and any objects contaminated by the incident.
- Dispose of any equipment used to clean up the area.

DUST MOP AND WET MOP THE FLOOR

- Check the floor for debris and use a scraper if needed before beginning.
- Use microfibre 45cm dust pad and begin dust mopping from the entrance door working backward. If a dust mop is not available, use a broom.
- Place wet floor sign on the ground to alert guests of wet floor to help prevent slips and falls.
- Fill the mop bucket with diluted floor cleaning solution as recommended per chemical-specified guidelines.
- Use sterile, disposable wet mop or freshly machine-laundered wet mop. Fill the mop bucket with diluted floor cleaning solution as recommended per chemical-specified guidelines.
- Begin mopping at the opposite end of the door and if using a string mop, use a "Figure 8" motion to prevent cross-contamination and keep track of dirty and already cleaned surfaces.
- Remove the used mop head after cleaning the restroom to avoid cross-contamination in other areas of the facility.



Make sure to wear disposable gloves and ensure proper ventilation while cleaning and disinfecting the restroom.