HOTEL GUIDE FOR *STAFF*

Immediately

Dial code **776** on the phone
Place the **IN SERVICE** sign on the door

#1 Make order

Arrange **pillows** on sofa
Arrange **chairs** neatly
Rack and hangers in the closet

#2

Strip the bed with your colleague
Pull out the bed for **vacuuming/dusting**

#3

Who is responsible for cleaning the room?
Who is in charge of making the bed?

Who makes What

Who makes the bathroom

Prepare the basket in the office!
Make a list of all missing items
in the room and in the bathroom.

Who makes the room

Take out dirty linen and garbage
from the room and bathroom.

Who is first back in the room

Hoover the bathroom floor, front &
behind the bed, dust the
headboard and baseboard.

Make the bed together

Remember

Always close the room's door when
you are out of the room.
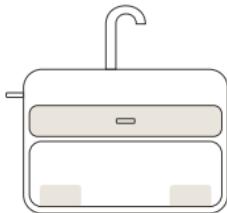
Check for refill
Bathroom 1 of 4, Amenities

2 Dental kit

1 Lady's set

1 Comb

1 Nail polish

1 Hair dryer

1 Shaving kit

1 Hairbrush

1 Sponge in a tray

1 Bathroom scale
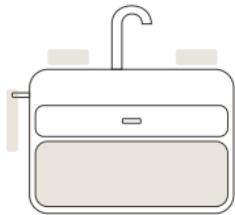
Check for refill
*Bathroom 2 of 4, Towels*

4 Hand towels

4 Lavettes

2 Medium towels

2 Big towels

2 Bathmats

Check for refill
Bathroom 3 of 4, Generic
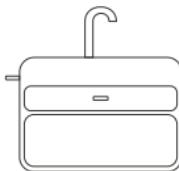
TO PUT IN DIFFERENT AREAS
OF THE BATHROOM

thoroughly

2 Cotton pads

K-tips

1 Bath salt dispenser

1 Shower cap

1 Massage pad

2 Waterglasses
on 2 coaster

Toilet paper

Kleenex
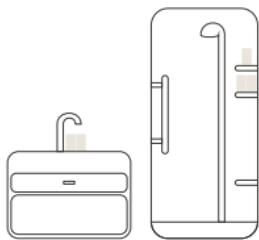
Check for refill
Bathroom 4 of 4, Dispenser

Sink

Hand Soap

Body Cream

Shower

Shampoo

Shower cream

Conditioner

Check for refill
*Bedroom 1 of 5, Bed**

2 Molton

Bedlinen

Cover duvet

2 Small cover pillows

2 Big cover pillows

This is a king size bed layout, but may vary for single beds or specific customer requests.

Check for refill
Bedroom 2 of 5, Night tables

Left night tables

1 Kleenex box

1 Bathrobe size M

Right night tables

1 Breakfast card menu

1 Notepad in line with telephone

1 Complimentary Alpina Water

1 Bathrobe size XL

1 Telephone always with cable around it

1 Pen on the notepad

2 Waterglasses on 2 coasters
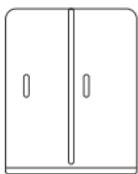
Check for refill
Bedroom 3 of 5, Generic kit

2 Laundry bags

1 Sewing kit

1 Shoe mitt

1 Laundry lists
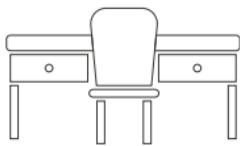
Check for refill
Bedroom 4 of 5, Desk

Right drawer

Preferred magazines

LHW guide

Left drawer

3 Writing paper

3 Envelopes

1 Leather case
with 1 pen inside

On the desk

1 In room dining card

1 Disinfection bottle

1 Notepad

1 Garbage bin is on
the left or right side
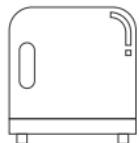
Check for refill
Bedroom 5 of 5, Mini Bar

2 Champagne glasses

2 Wine glasses

2 Water glasses

6 Coasters

Max 6 napkins

1 Bottle opener

1 Espresso machine

3 Sugars

3 Sweetening

Nespresso capsules
2 red, 2 black, 2 copper

To refill from office

Bathroom

Amenities

- [ ] 2 Dental kit
- [ ] 1 Shaving kit
- [ ] 1 Lady's set
- [ ] 1 Hairbrush
- [ ] 1 Comb
- [ ] 1 Nail polish
- [ ] 1 Sponge in a tray
- [ ] 1 Hair dryer
- [ ] 1 Bathroom scale

Generic

- [ ] 2 Cotton pads
- [ ] 2 K-tips
- [ ] 1 Bath salt dispenser
- [ ] 1 Shower cap
- [ ] 1 Massage pad
- [ ] 2 Plastic cups on coasters
- [ ] Toilet paper
- [ ] Kleenex

Towels

- [ ] 4 Hand towels
- [ ] 4 Lavettes
- [ ] 2 Medium towels
- [ ] 2 Big towels
- [ ] 2 Bathmats

Dispenser

- [ ] Hand Soap
- [ ] Body cream
- [ ] Shower gel
- [ ] Shampoo
- [ ] Conditioner

To refill from office

Bedroom

Bed

- [ ] 2 Molton
- [ ] Bedlinen
- [ ] Cover duvet
- [ ] 2 Small cover pillows
- [ ] 2 Big cover pillows

Generic kit

- [ ] 2 Laundry bags
- [ ] 1 Sewing kit
- [ ] 1 Shoe mitt
- [ ] 1 Laundry lists

Night tables

- [ ] 1 Kleenex box
- [ ] 1 Bathrobe size M
- [ ] 1 Breakfast card menu
- [ ] 1 Notepad aligned with the telephone
- [ ] 1 Pen on the notepad
- [ ] 1 Complimentary Alpina Water
- [ ] 2 Waterglasses on coasters
- [ ] 1 Bathrobe size XL

Desk

- [ ] Preferred magazines
- [ ] LHW guide
- [ ] 3 Writing paper
- [ ] 3 Envelops
- [ ] 1 Leather case with 1 pen inside
- [ ] 1 In room dining card
- [ ] 1 Disinfection bottle
- [ ] 1 Notepad

Mini Bar

- [ ] 2 Champagne glasses
- [ ] 2 Wine glasses
- [ ] 2 Water glasses
- [ ] 6 Coasters
- [ ] Max 6 napkins
- [ ] 1 Bottle opener
- [ ] 1 Espresso machine
- [ ] 3 Sugars
- [ ] 3 Sweetening
- [ ] Nespresso capsules 2 red, 2 black, 2 coopers

Dusting the room

MAIN ENTRANCE

FIND THE SIDE OF MAIN BATHROOM

MAIN BATHROOM
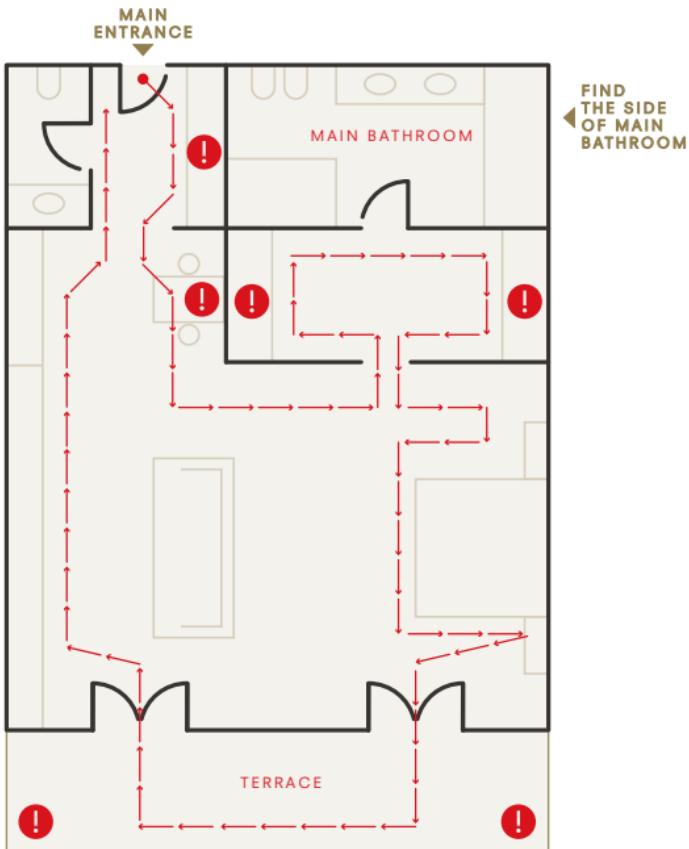
TERRACE

→ THE ROUND START AND CONTINUE WITH MAIN BATHROOM SIDE

! DURING DUSTING FIX AMENITIES SUCH AS MINIBAR ITEMS, NIGHT TABLE ITEMS, BOOKS, ETC...

Hoovering and Mopping the room

MAIN ENTRANCE
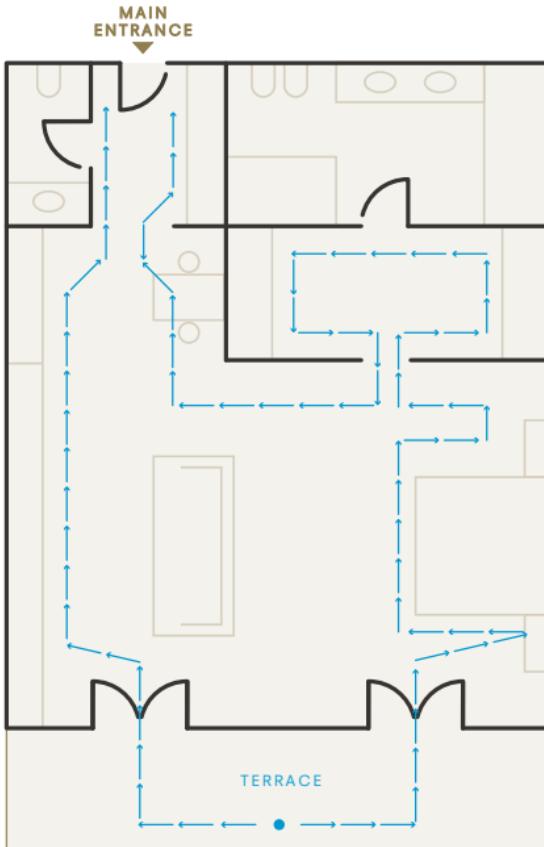
TERRACE

→ **THE ROUND START FROM THE TERRACE AND CONTINUE WITH THE ROOM AND THE CORRIDOR UNTIL EXIT**

Put the code **999** for cleaned room status
Remove **IN SERVICE** and leave door

Touch-Up

When the room is unoccupied,
already cleaned and just needs refreshing

Scrub the toilet

Dusting bathroom and bedroom

Check terrace

Mopping

SUPERVISORS CONTACTS

SUPERVISOR 1 FLOOR	📞 XXX
SUPERVISOR 2 FLOOR	📞 XXX
SUPERVISOR 3 FLOOR	📞 XXX
SUPERVISOR 4 FLOOR	📞 XXX
SUPERVISOR 5 FLOOR	📞 XXX
EXECUTIVE HOUSEKEEPER	📞 XXX
CONCIERGE	📞 XXX
LAUNDRY	📞 XXX
LINEN RUNNER	📞 XXX
PUBLIC AREA	📞 XXX
ROOM SERVICE	📞 XXX
RESTAURANT	📞 XXX

CARE PEOPLE AND TRAINING MANAGEMENT

RETENTION AND ENGAGEMENT

COMMUNICATION AND REWARDING

WELL-BEING AND PRODUCTIVITY

CONTINUOUS IMPROVEMENT

How to lower turnover rates, increase engagement and motivation in a hotel business with seasonally sensitive resources.
Communication, leadership, well-being, retention, rewarding, surveys.

THE ALPINA
GSTAAD

OVERVIEW:

- Analysis of turnover costs

- Recruiting and Onboarding Policies

- Shift Management and Retention Strategies

- Management and Supervisor Training

- Anonymous Surveys

- Introduction of KPIs for Organizational Well-Being

- Pilot test

Project Objectives

- **Reduce the costs** associated with staff turnover during the season.
- **Improve resource retention** through targeted recruiting, training, and motivation policies.
- Create a work environment that supports **communication and staff well-being**.
- **Train management and supervisors** on effective techniques for <u>communication</u>, <u>motivation</u>, and <u>rewarding</u>, aiming to limit frustration and disrupt potential vicious cycles.

The project **_has been developed taking into account_** the main and specific characteristics of hotel staff and the organizational context.

In particular:

- **Hotel Staff Backgrounds:** Often characterized by diverse backgrounds and motivations, with specific issues related to managing heterogeneous teams.
- **Seasonality:** A critical aspect that influences work, creating peaks of effort and making it challenging to maintain a work-life and motivational balance.
- **High Turnover Rate:** A common reality in the sector, with a significant impact on costs and operational continuity.
- **Retention Difficulties:** A structural problem that requires targeted interventions and innovative strategies.

1. Analysis of Turnover Costs

Objective:

Identify the economic impact of high turnover and justify the investment in retention and training policies.

Activities:

1. **Annual Cost Assessment:**

   o **Direct costs:** Recruiting, training, replacement, and downtime due to turnover.

   o **Indirect costs:** Loss of know-how, decline in service quality, possible impact on customer relationships.

2. **Cost Comparison:**

   o **Compare current costs with the projected costs of implementing retention and training policies.**

   o Highlight potential medium- and long-term savings.

3. **Economic Report:**

   o Creation of a document illustrating, through numbers and graphs, the financial impact of inefficient resource management versus the benefits of a structured retention plan.

**Analysis of Past Turnover

Proposal

Conduct a retrospective analysis of historical turnover data (if available), including:

- Annual and seasonal turnover rates.

- Primary reasons for leaving (salary, work environment, hours, relationships with supervisors, etc.).

- **Most affected sectors or roles**.

Objective

Use the data to:

- Understand the economic and organizational impact of premature departures.

- **Identify recurring trends and issues**.

- Provide a concrete basis for designing targeted interventions.

Methodology

- **Data Collection:** Analysis of personnel records, employee surveys (current and former), and interviews with managers.

- **Qualitative and Quantitative Analysis:** Identification of recurring patterns and critical areas.

2. Recruiting and Onboarding Policies

Predictive and Training Materials

Recruiting Revision:

- Clearly define the number of staff the hotel can realistically recruit and sustain over the season.

- Select candidates based on their skills, personality, and adaptability to the working conditions.

Pre-Onboarding Training Phase:

After the initial recruiting phase and before officially joining the hotel, implement a **specific online training**, **coaching**, and preparation period lasting **5 to 10 days.**

The **Pre-Onboarding Program** should prepare new staff with:

- **Realistic clarity on job expectations:** Working hours, workload intensity, and potential challenges.

- **Guided and interactive training:** Practical content delivered with support and feedback.

- **Getting to know individuals:** Better understanding of their skills and personalities to enable a natural selection process, as well as insights for assigning roles and planning skill rotations.

- **Exploration of motivations:** Identifying personal drivers that can be leveraged to maintain engagement throughout the season.

- **Preparation for real challenges:** Setting expectations and equipping staff to face realistic difficulties.

- **Training materials:** A comprehensive set of resources for use during the season to support ongoing development.

3. Shift Management and Retention Strategies

Optimizing Shifts:

- Develop a **balanced shift system** to prevent overwork and burnout.

- Even when retaining more staff, avoid scheduling everyone for full weeks or continuous split shifts.

- Effectively manage the workforce by rotating responsibilities, ensuring sufficient coverage for all

  shifts while reducing stress and the natural attrition that comes from burnout.

Retention Policies:

- **Implement a visual rewarding system:**

  o Provide **bimonthly statements** clearly displaying hours worked and earnings, <u>ensuring</u>

    <u>transparency and motivation</u>.

  o Avoid deferring the management of overtime until the end of the season. Instead, share

    visual updates every two weeks to show employees how much they are earning and keep

    motivation high.

- **Introduce personal and team recognition initiatives:**

  o Organize regular **feedback and rewarding sessions** between staff and supervisors to

    discuss achievements, celebrate milestones, and provide positive feedback to uplift morale.

  o Use these moments **to reinforce team spirit and recognize individual contributions**,

    helping to maintain motivation and engagement.

  o Coaching and Mentorship

4. Management and Supervisor Training.
Communicating Respectfully and Effectively with Subordinates

1. Understanding the Learning Process

- **Objective:** Help managers understand the limits and dynamics of human learning to reduce frustration and improve employee support.
- **Content:**
  - How learning works: repetition, time, memory, and consolidation.
  - The impact of stress on learning: why shouting and pressure hinder memory and performance.
  - Individual differences: not everyone learns at the same pace or in the same way.
- **Practical Exercises:**
  - Simulating learning in stressful conditions versus a supportive environment.

2. Rewarding and Motivation

- **Objective:** Explain how the human brain responds to rewards and recognition to encourage positive behaviours.
- **Content:**
  - How the brain's reward system works: dopamine and positive reinforcement.
  - Types of rewards: **tangible** (bonuses, prizes) and **intangible** (praise, acknowledgment).
  - **Why positive reinforcement is more effective than punishment**.
- **Practical Examples:**
  - Studies and case examples of companies successfully using positive reward systems.
- **Exercises:**
  - Simulations where managers recognize employees' contributions and formulate rewards.

3. Discipline Without Fear

- **Objective:** Demonstrate that discipline can be achieved without shouting or threats.
- **Content:**
  - The myth of fear-based authority: negative effects on morale, turnover, and productivity.
  - What truly fosters discipline:
    - **Clarity in expectations**.
    - Balanced and fair consequences.
    - Leadership by example.
  - Strategies for managing conflicts respectfully and constructively.
- **Practical Examples:**
  - Comparing two scenarios: one managed with shouting and one with constructive leadership.
- **Exercises:**
  - Role-playing: managing a conflict with a respectful approach and analyzing differences in outcomes.

4. Effective and Respectful Communication

- **Objective:** Teach how to communicate clearly, respectfully, and engagingly.
- **Content:**
  - The pillars of effective communication: clarity, respect, empathy.
  - How to adapt communication style to the recipient (active listening, tone modulation).
  - Strategies to maintain attention and engagement.
- **Practical Exercises:**
  - Simulations of briefings and feedback: comparing different communication styles.
  - Rewriting exercise: transforming an aggressive message into a respectful and constructive one.

5. The Manager's Role as a Leader

- **Objective:** Emphasize that management is about leadership, not just supervision.
- **Content:**
  - The difference between a "manager" and a "leader": motivating, inspiring, and guiding.
  - How to build trust and mutual respect within the team.
  - The importance of being a positive role model: actions speak louder than words.
- **Practical Examples:**
  - Case studies of leaders who transformed dysfunctional teams into successful ones.
- **Exercises:**
  - Identifying positive leadership behaviours to incorporate into daily management practices.

6. Tools for Constructive Feedback and Criticism

- **Objective:** Teach how to provide feedback that motivates rather than demoralizes.
- **Content:**
  - Techniques for constructive feedback: the sandwich model (positive - critical - positive).
  - Difference between feedback and criticism: when and how to use each effectively.
  - How to address mistakes and failures without demotivating employees.
- **Practical Exercises:**
  - Role-playing: delivering feedback on poor performance constructively.

7. Promoting Team Well-Being

- **Objective:** Create an environment where employees feel respected, supported, and valued.
- **Content:**
    - Identifying signs of stress or dissatisfaction among team members.
    - How to intervene to prevent burnout.
    - Encouraging collaboration and solidarity within the team.
- **Exercises:**
    - Developing an action plan to improve team well-being.

8. Evaluation and Monitoring

- **Objective:** Measure the impact of newly acquired skills and ensure continuous improvement.
- **Content:**
    - How to monitor team climate through periodic surveys.
    - Measuring the success of communication and leadership efforts.
- **Exercises:**
    - Designing a personal improvement plan based on received feedback.

Conclusion

- **Summary of Key Points:** Recap the critical aspects of effective, respectful, and engaging communication.
- **Support Materials:** Provide guides, examples of effective communication, and tools for feedback.
- **Personal Commitment:** *Each participant identifies one concrete action to immediately implement in their management style.*

5. Employee Surveys

Overall Benefits of Anonymous Surveys

- **Promote transparency and two-way communication**.

- **Gather honest feedback** that might not otherwise surface.

- **Prevent conflicts, turnover, and dissatisfaction** through targeted interventions.

- Foster trust and *improve organizational well-being*.

*Incorporating anonymous surveys as an integral part of organizational management **provides concrete data** to **make strategic decisions and continuously improve** the work experience for all levels of the organization.*

Below are the main objectives and benefits for each type of survey:

---

1. Start-of-Season Survey

- **Objective:** Assess employees' enthusiasm and expectations at the beginning of their employment.

- **Utility:**

  o Evaluate the level of preparation and initial engagement of the staff.

  o Identify potential misunderstandings about working conditions or unrealistic expectations.

  o Prevent misalignments between what employees expect and what they will encounter during the season.

---

2. Mid-Season Survey

- **Objective:** Identify critical issues and prevent premature departures or burnout.

- **Utility:**

  o Monitor employees' well-being and motivation during the most challenging part of the season.

  o Gather feedback to address emerging problems promptly.

  o Improve the work climate, avoiding turnover during critical periods.

---

3. Exit Survey

- **Objective:** Contact individuals who have left the job to understand what went wrong and what improvements are needed.

- **Utility:**

- o   Discover the main reasons behind employee departures (e.g., salary, stress, leadership).

- o   Collect practical suggestions from those who experienced the work environment.

- o   Use the data to implement effective retention strategies and prevent future issues.

4. End-of-Season Survey

- **Objective:** Analyze the main challenges faced by employees and identify those willing to return for the next season.

- **Utility:**

    - o   Recognize valuable know-how that can be preserved by involving individuals willing to return.

    - o   Establish a mentorship system with experienced employees who can support new hires.

    - o   Enhance planning for future seasons based on the feedback gathered.

5. Survey to Identify Toxic Managers

- **Objective:** Detect issues related to toxic behaviors in management without direct accusations.

- **Utility:**

    - o   Collect anonymous data to highlight behavioral problems of problematic leaders.

    - o   Present objective data to management without creating personal conflicts.

    - o   Propose improvement interventions (e.g., training, coaching) based on survey results.

    - o   Prevent turnover caused by ineffective or harmful leadership.

6. Management Survey

- **Objective:** Analyze managers' opinions and compare them with those of employees to identify discrepancies.

- **Utility:**

    - o   Create a cross-over comparison between the perceptions of management and those of staff.

    - o   Highlight differences in perspectives on organizational or relational issues.

    - o   Use the results to initiate constructive discussions and develop shared policies.

6. Introduction of KPIs for Organizational Well-Being

Proposal: Define specific Key Performance Indicators (KPIs) to monitor employee well-being and engagement, such as:

- ❖ Turnover rate.
- ❖ Survey participation percentage.
- ❖ Positive feedback on managers.
- ❖ Perceived satisfaction and stress indices.
- ❖ Objective: Continuously track project progress and have concrete data for potential course corrections.

7. Pilot Test

Proposal: Initially implement the project in a single area or department as a pilot test to evaluate its effectiveness before extending it to the entire hotel.

Objective: Minimize risks and gather tangible data to serve as evidence for further developments.
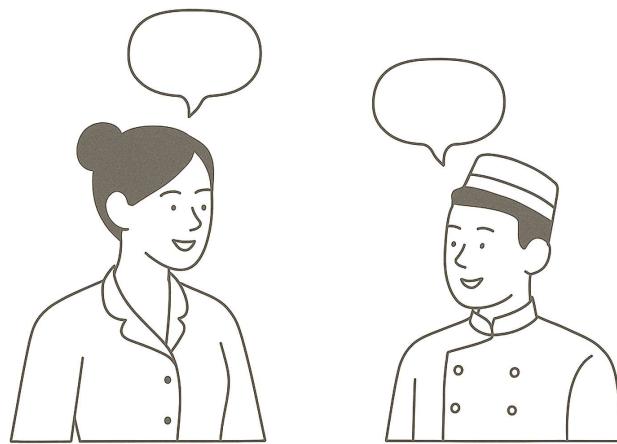
A Quick Guide to Day-to-Day Hotel Staff Communication

Speak human to human, triggering the right areas of the brain and motivation.

Improving communication means improving:

- *Retention* – When staff stay the whole season, training time drops, service quality improves, and guest/colleague relationships get stronger.
- *Learning*
- *Work performance*
- *Atmosphere* – which affects all of the above.

Real-life situations

1. **Room attendant is halfway through cleaning. They're focused and organized. Suddenly, the supervisor walks in and says:**

<u>"What's missing? Why isn't this done yet? This was done poorly."</u>

What happens to the room attendant?

- The room attendant loses focus.
- They go into defence mode and feel they have to justify themselves (often with no space to do so).
- They feel pressured, not trusted, sometimes even humiliated.

2. **A supervisor bumps into a room attendant in the hallway.**
Without knowing the reason, they criticize them for not having the chemical box or holding the wrong item.

What happens to the room attendant?

- The attendant doesn't even get a chance to explain.
- They stay silent and just take it in.

Over time: This creates daily stress, lowers motivation, breaks concentration, and spreads negativity.

3. **The supervisor shouts: "You STILL haven't learned how to do this?!"**

What happens to the room attendant?

- The attendant freezes, caught between fear and embarrassment.
- They may try to defend themselves or just shut down completely.
- Instead of learning, they associate the task with failure and shame.

Over time: This approach erodes confidence, builds resentment, and increases turnover. Staff may start avoiding tasks or interactions altogether just to dodge criticism.

The result isn't better performance — it's survival mode.

Topic 1

👤 Tone of Voice: More Powerful Than Content

Tone isn't just "how you speak."
It's the emotional filter that the brain uses to interpret your message.

🧠 What happens in the brain?

A harsh, rushed, or sarcastic tone triggers the brain's <u>alarm system</u> (the limbic system).
The brain switches from *listen mode* to *defend mode*.

Result?

- Short-term memory drops
- Deep understanding shuts down
- Precision goes out the window
- Motivation disappears

Even if the content is "correct," <u>**the wrong tone will block it**</u>.

◻ Impact at work:

- *Slower learning* – A stressed brain can't retain or recall.
- *Worse performance* – Harsh tones cause more mistakes.
- *Tense atmosphere* – Everyone moves cautiously, or shuts down.
- *Zero motivation* – Being judged or pressured kills the desire to do your best.

☑ What really works:

Use a tone that's ***calm, clear, and respectful***:

- Lowers stress and increases attention
- Makes the listener feel valued, not judged
- Builds trust = better and faster learning

The right tone isn't being soft.
It's a smart, brain-friendly strategy.

Topic 2

⬇ Why Harshness *Seems* to Work

🧠 A brain under pressure reacts but doesn't learn

Raising your voice or being authoritarian might get immediate results:

- **People react fast**
- **They move quickly**
- **They appear more focused**

But here's the truth: **their brain isn't learning — it's surviving**.

The *amygdala* (threat centre) gets activated. Stress hormones (cortisol, adrenaline) spike.
Focus shifts from **understanding → to defending**.

⚠ The Discipline Illusion

People don't learn under pressure. **They do the bare minimum to avoid getting yelled at**. They:

- **Don't absorb the lesson**
- **Repeat mistakes**
- **Only act right when watched**

🎯 Long-term effect?

- Motivation crashes
- Emotional climate: fear, cynicism, distrust
- Mental check-out, absenteeism, quitting

✅ A better alternative:

Great leadership:

- **Explains the** *why*
- **Involves instead of commands**
- **Corrects respectfully**
- **Builds trust, which leads to true responsibility**

Topic 3

🎯 The Power of Feedback

Good feedback is the engine of learning. It's not judgment. Not criticism. Not even praise. It's clear, useful info that helps the brain know what worked and what can improve.

🧠 What happens in the brain?

Constructive feedback triggers:

- **The dopamine system (if positive or helpful)**
- **Memory and behavior-regulation areas**
- **Higher motivation to act**

Bad feedback (vague, humiliating) does the opposite. It activates the threat system.

✅ What good feedback does:

- Corrects without blaming
- Makes people feel seen
- Builds trust and morale
- **Boosts accuracy and motivation**

⚠️ When it fails:

- Generic: "It's fine" → (No clue what to repeat or avoid)
- Public: Shaming = silence
- Always negative: Breeds frustration

🧩 5 Golden Feedback Rules:

1. *Private* – Create safe space
2. *Descriptive, not judging* – Focus on behavior, not person
3. *Timely* – Soon, but not too hot
4. *Balanced* – What went well & what can improve
5. *Actionable* – Offer direction

Topic 4

🗄 How Real Learning Works

Learning isn't downloading. **It's building**.

It needs:

- *Emotional safety* — no judgment, no fear
- *Spaced repetition* — once isn't enough
- *Active engagement* — doing, deciding, reflecting

⏱ Learning takes time

To build real habits or routines takes:

- *30–60 intentional repetitions*
- *At least 3 months* to fully adapt to a new work environment and role

---

Topic 5

Trick Questions & Better Alternatives

Some questions look innocent, but feel like attacks:

✖ "What's missing?" → (Guilt) ☑ Better: "Where are you in the process?" or "Need anything to finish up?"

✖ "Why didn't you do this?" → (Blame) ☑ Better: "Was something in your way?" or "What came up?"

✖ "Why did you do it like that?!" (angry tone) ☑ Better: "What was your reasoning?" or "What result were you aiming for?"

✾ Golden Rule:

Switch the energy of your question:
From blame → to curiosity
From suspicion → to context
From judgment → to collaboration

Index

KEY ROLES WITHIN THE HOUSEKEEPING DEPARTMENT

MAIN HOUSEKEEPING AREAS

TECHNOLOGY AND SOFTWARE

GUEST INTERACTION

EMERGENCY SITUATIONS

Round bathroom

Scrub the toilet hole very thoroughly.

Bathtub, mirrors, vanity.
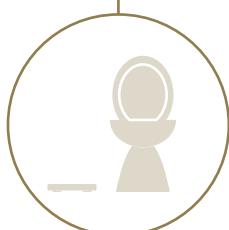
Disinfect toilet, bidet, scale, inside rubbish bin allow the disinfectant to take effect .

Dispenser, lavatory.

Clean bidet, toilet, scale, rubbish bin, under toilet and bidet, corners and put scale and garbage bin back in place.
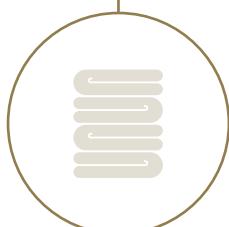
Fill in Amenities and towels.

Shower, towel rack.

Clean the corners of the bathroom with the red duster and mop.

Security issues to be followed

Do not open any room for unknown guests. Politely explain it's for security reasons and direct them to the reception. The room attendant will call the supervisor for assistance.

Do not leave the iPad open and visible to strangers; it has to stay in the office.

In any situation that you must leave the room, *make sure the door is falling into the lock at all times.* The Office's door is to be kept closed at all time.

The room attendants must close the door while cleaning the room and keep the Service sign on the doorknob outside the door.

Emergency exits are to be kept free under all circumstances.

Do not call from any of the room phones. *Unless it's an emergency.* Use the office phones instead or press the *Emergency button.*

No items can be taken out of the hotel without a gate pass issued and signed by the executive housekeeper.

The badge is personal and non-transferable.

Turn Down Service
Coverture

IMPRÉVU

Refers to a turndown service in a room that we **DO NOT EXPECT TO BE OCCUPIED**, but that is already prepared just in case of an unexpected overnight stay.

The 3 key rules to remember are:

NO CLEANING:
the room is already ready and does not need cleaning

NO PRESENTS:
no gifts on the bed

NO SLIPPERS:
slippers are not placed in the room

COVERTURE GUEST ROOM

We prepare the guest room to make it more comfortable for the night.

CLEAN ✓

PRESENTS ✓

SLIPPERS ✓

Turn Down Service
Bed Room

FIRST OF ALL

1 — Organize

2 — Replace

3 — Do not put the code

CHECK THE ROOM

MINIBAR
Replace what is missing

WATER BOILER
If used wash it

REPLACE THE WATER

CHECK THE GLASSES

CHECK FOR GARBAGE

In the room

On the terrace*

⟶ REMOVE IT

*After checking the terrace
CLOSE THE BLACKOUT CURTAINS

Turn Down Service
## *The bed*

**FOLD THE DUVET**
in three at bed's feet

FLATTEN THE PILLOWS
- the smaller one ON
- the bigger one DOWN
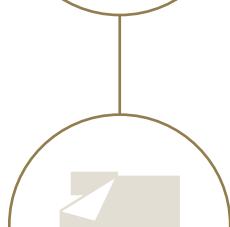
Make sure the bed sheet and duvet are **TIGHT AND FLAT.**
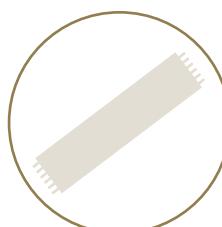
TAKE THE RUNNER FROM THE CORRIDOR
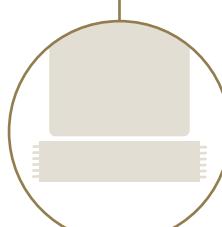
PUT THE RUNNER NICELY
on the wood or on the moquette, close to bed
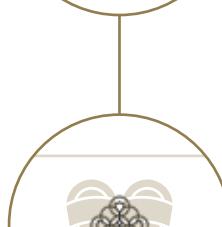
PUT THE SLIPPERS IN THE MIDDLE OF THE LOGO

The bathroom

PLACE THE BATHMAT →
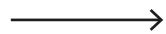
one in front of
THE SHOWER

one in front of
THE VANITY