

HOSPITALITY HOTEL HOUSEKEEPING AUDIT TEMPLATE

Hotel Housekeeping Audit Checklist

Audit room quality, bathrooms, public areas, staff practices, linen, carts, chemicals, waste, privacy, maintenance reporting, supervisory controls, corrective actions, and housekeeping trends.

PROPERTY / AREA

AUDIT DATE / SHIFT

SAMPLE / TEAM

AUDITOR / APPROVER

1. Audit setup, housekeeping scope, standards, staffing, and shift readiness

- 1 Confirm the property, building or wing, audit date and shift, housekeeping department, floors or zones included, auditor, housekeeping supervisor, and final approver.

HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Define the sampled rooms and public areas before starting.

- 2 Define the audit scope across occupied rooms, vacant-ready rooms, departure rooms, public areas, service corridors, linen rooms, pantries, storage, laundry interfaces, and housekeeping back-of-house areas.

CRITICAL

HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Use the current housekeeping SOP and brand standard.

- 3 Verify the current housekeeping SOPs, room-cleaning standards, public-area standards, chemical instructions, linen standards, brand presentation guidance, and property-specific quality criteria are available.

HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Staffing and occupancy strongly affect audit context.

- 4 Review staffing levels, room assignments, public-area assignments, supervisory coverage, peak occupancy, special-arrival workload, late checkouts, out-of-order rooms, and unusual shift constraints.

CRITICAL

HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Repeat guest complaints are useful sampling signals.

- 5 Review recent housekeeping complaints, repeat room defects, cleanliness scores, lost-property issues, pest reports, linen shortages, chemical incidents, maintenance dependencies, and unresolved corrective actions.

HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Include back-of-house controls, not only visible rooms.

- 6 Record the audit's starting status, priority concerns, areas requiring sampling, open restrictions, and representative before-audit evidence.

HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Record the starting condition before correction.

2. Housekeeping staff presentation, hygiene, training, PPE, and work practices

- 7 Verify housekeeping staff follow the property's grooming, uniform, identification, and professional-presentation standards. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Presentation standards apply to housekeeping staff too.

- 8 Check hand hygiene, glove use where required, safe handling of soiled linen and waste, and separation of clean and dirty activities during routine cleaning. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Clean and dirty work should remain clearly separated.

- 9 Confirm staff have received role-appropriate training on room cleaning, bathroom cleaning, chemical use, equipment operation, lifting or handling, guest privacy, lost property, and emergency procedures. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Training should reflect the exact role and chemicals used.

- 10 Verify required PPE is available, in usable condition, and worn for tasks involving chemicals, contaminated materials, waste, sharps risk, or other identified hazards. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Use PPE based on the task and product instructions.

- 11 Observe whether cleaning methods reduce cross-contamination, including sensible cloth or tool separation, movement from cleaner to dirtier areas, and replacement of visibly contaminated materials. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Observe actual cleaning technique, not only finished appearance.

- 12 Escalate unsafe chemical handling, hygiene breakdowns, missing competency, or work practices that create immediate risk to staff or guests. HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Unsafe chemical or hygiene practices need immediate action.

3. Guest-room cleaning quality, turnover execution, and room-release consistency

- 13** Sample guest rooms to verify beds, floors, surfaces, high-touch points, furniture, glass, amenities, waste areas, and overall presentation meet the approved room-cleaning standard. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Sample different room types and housekeeping teams.

- 14** Check departure-room cleaning includes removal of previous guest waste, used amenities, food or beverage residue, hair, stains, leftover items, and visible contamination. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Departure rooms are high-value checks for turnover quality.

- 15** Verify occupied-room or stayover service follows property rules for guest belongings, privacy, linen changes, amenity replenishment, waste, and cleaning without disturbing personal items unnecessarily. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Stayover cleaning requires extra privacy discipline.

- 16** Check room cleaning is completed in a consistent sequence that reduces missed tasks, cross-contamination, and duplication. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: A consistent sequence reduces missed tasks.

- 17** Verify supervisors or room inspectors identify and correct repeat issues such as dust, hair, bathroom residue, streaked glass, missing supplies, poor bed presentation, or odor before release. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Supervisory inspection should catch repeat detail failures.

- 18** Confirm rooms are not marked ready while significant housekeeping, maintenance, pest, or sanitation defects remain open. HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: A room should not be released while major defects remain.

4. Bathroom, restroom, wet-area hygiene, odor control, and sanitation quality

- 19 Inspect sampled guest bathrooms and housekeeping-serviced restrooms for cleanliness of toilets, basins, taps, showers, baths, mirrors, floors, walls, drains, dispensers, and touchpoints. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Bathroom quality strongly influences guest perception.

- 20 Check wet-area surfaces are free from hair, soap residue, scale, mold-like growth, stains, standing water, blocked drains, unpleasant odor, and visible cleaning residue. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Look closely at drains, seals, corners, and grout.

- 21 Verify cloths, brushes, mops, buckets, gloves, and cleaning tools used for toilet or high-contamination tasks are controlled to avoid spreading contamination to cleaner surfaces. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Control toilet-cleaning tools separately from clean surfaces.

- 22 Confirm toilet paper, tissues, soap, towels, sanitary supplies, liners, dispensers, and guest-use items are replenished to the approved standard. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Replenishment should match the room and property standard.

- 23 Check chemical dwell time, dilution, product compatibility, and rinsing or drying requirements are followed according to product instructions and property procedures. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Chemical instructions matter for both effectiveness and surface safety.

- 24 Escalate sewage odor, blocked drainage, active leakage, severe hygiene failure, pest evidence, or other wet-area conditions that require maintenance or room restriction. HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Escalate plumbing or severe hygiene failures quickly.

5. Public areas, lobby, corridors, lifts, stairs, touchpoints, and presentation

- 25 Inspect lobbies, entrances, corridors, lift lobbies, elevators, stairs, lounges, waiting areas, and other housekeeping-serviced public spaces for cleanliness and presentation. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Public areas need frequency based on traffic, not fixed timing alone.

- 26 Check high-touch public surfaces such as lift buttons, door handles, handrails, counters, seating arms, shared controls, and frequently handled fixtures are visibly clean. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: High-touch points deserve routine visual verification.

- 27 Verify carpets, hard floors, mats, corners, skirtings, glass, metal finishes, mirrors, decorative items, furniture, and lighting surfaces are free from obvious dust, debris, stains, spills, and marks. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Use oblique lighting to reveal marks on glass and metal.

- 28 Confirm spills, broken glass, waste, wet floors, tracked-in water, and other immediate public-area hazards are identified, controlled, cleaned, and signed or barricaded when necessary. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Spills should be controlled immediately before cleaning starts.

- 29 Check housekeeping frequencies match guest traffic, events, weather, peak periods, food and beverage activity, and other conditions that can rapidly change cleanliness levels. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Events and bad weather can require temporary frequency changes.

- 30 Escalate recurring public-area cleanliness or presentation failures that are visible to guests or create safety, hygiene, or brand-standard concerns. HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Guest-visible failures should receive fast ownership.

6. Linen rooms, laundry interface, clean/soiled separation, storage, and stock control

- 31 Inspect linen rooms, floor pantries, carts, laundry collection points, and storage areas for orderly setup and clear separation of clean linen from soiled linen, waste, chemicals, and dirty equipment. **CRITICAL** HOUSEKEEPING

Compliant Needs attention Critical failure N/A

Execution tip: Clean and soiled linen separation is a core housekeeping control.

- 32 Verify clean linen is stored off the floor, protected from contamination, moisture, pests, dust, and contact with soiled materials. **CRITICAL** HOUSEKEEPING

Compliant Needs attention Critical failure N/A

Execution tip: Store clean linen protected and off the floor.

- 33 Check soiled linen bags, carts, chutes, collection points, and transport methods are controlled to limit leakage, overfilling, unnecessary handling, and contact with clean supplies. **CRITICAL** HOUSEKEEPING

Compliant Needs attention Critical failure N/A

Execution tip: Avoid overfilled bags and uncontrolled soiled-linen handling.

- 34 Confirm linen stock levels, par levels, issue and return practices, condemned linen, damaged linen, missing items, and shortages are monitored according to property procedure. **CRITICAL** HOUSEKEEPING

Compliant Needs attention Critical failure N/A

Execution tip: Track par shortages before they affect room readiness.

- 35 Inspect towels, sheets, pillowcases, bath mats, robes, and other sampled linen for stains, tears, odor, discoloration, excessive wear, or unacceptable presentation. **CRITICAL** HOUSEKEEPING

Compliant Needs attention Critical failure N/A

Execution tip: Inspect linen condition, not only quantity.

- 36 Escalate persistent linen shortages, contaminated clean stock, pest evidence, wet storage, or recurring laundry-quality failures that could affect room release. HOUSEKEEPING

Compliant Needs attention Critical failure N/A

Execution tip: Escalate contaminated clean stock immediately.

7. Housekeeping carts, pantries, equipment, tools, chemicals, and storage control

37 Inspect housekeeping carts and trolleys for cleanliness, orderly setup, safe loading, working wheels or brakes where provided, and separation of clean supplies from waste or soiled items. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Cart organization affects both efficiency and contamination control.

38 Verify pantries, janitor closets, chemical stores, and housekeeping cupboards are clean, secure, ventilated where required, organized, and free from uncontrolled clutter. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Housekeeping closets should not become uncontrolled storage.

39 Check vacuum cleaners, floor machines, steamers, mops, buckets, brushes, ladders, extension leads, and other housekeeping equipment for cleanliness, safe condition, and basic functionality. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Inspect equipment before relying on it during the shift.

40 Confirm cleaning chemicals are clearly identified, stored securely, kept in appropriate containers, and not decanted into unlabelled food or beverage containers. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Never use unlabelled food or beverage containers for chemicals.

41 Verify dilution systems, spray bottles, dosing equipment, safety data access, product instructions, and required PPE support correct chemical use. **CRITICAL** HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Dosing and product instructions reduce chemical misuse.

42 Remove defective equipment, leaking containers, unlabelled chemicals, unsafe cords, unstable carts, or other hazards from service until corrected. HOUSEKEEPING

Compliant

Needs attention

Critical failure

N/A

Execution tip: Remove unsafe tools and leaking chemicals from service.

8. Waste handling, lost property, guest privacy, keys, access, and security controls

- 43** Verify guest-room and public-area waste is collected, contained, transported, and removed without contaminating clean supplies, linen, equipment, or guest areas. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Keep waste away from clean linen and amenities.

- 44** Check sharps, broken glass, chemical waste, contaminated materials, batteries, or other special waste is handled using the property's approved process where applicable. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Special waste needs the correct containment process.

- 45** Confirm lost property is identified, recorded, secured, transferred, and stored according to the property's chain-of-custody and guest-return procedure. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Lost property requires traceable custody.

- 46** Verify housekeeping staff protect guest privacy by following entry, knock-and-announce, do-not-disturb, occupied-room, confidential-information, and guest-belonging rules. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Guest privacy rules must be followed even during busy turnovers.

- 47** Check master keys, key cards, mobile access devices, radios, room lists, and other security-sensitive items are controlled, carried, stored, and returned according to policy. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Master keys and access devices are security-critical.

- 48** Escalate missing keys, uncontrolled access devices, guest-privacy breaches, mishandled lost property, or security-sensitive failures immediately. HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Security or privacy failures need immediate escalation.

9. Maintenance reporting, pest evidence, defects, corrective actions, and supervisory control

- 49** Verify housekeeping staff identify and report room and public-area maintenance defects such as leaks, damaged furniture, lighting failures, HVAC issues, loose fittings, stains, broken hardware, or damaged finishes. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Housekeeping is often the first team to see maintenance defects.

- 50** Check maintenance defects are recorded with exact location, category, severity, owner, room or area restriction, due date, and evidence needed before closure. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Precise defect locations speed engineering response.

- 51** Confirm pest sightings, droppings, insects, bites, nesting, damaged packaging, or other pest evidence is escalated without simply cleaning away the sign. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Do not clean away pest evidence before reporting it.

- 52** Review whether repeat defects are being permanently corrected rather than repeatedly cleaned, reset, hidden, or temporarily repaired. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Repeat defects usually need a permanent fix.

- 53** Verify housekeeping supervisors review failed inspections, guest complaints, cleanliness trends, room rechecks, overdue actions, and recurring issues by floor, team, shift, or room type. **CRITICAL** HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Supervisors should review trends, not only individual misses.

- 54** Escalate serious unresolved safety, hygiene, pest, water, electrical, security, or room-release defects that require management intervention. HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Serious unresolved defects may require room or area restriction.

10. Final audit review, housekeeping performance, corrective closure, trends, and sign-off

- 55 Summarize audit findings by guest room, public area, wet area, linen, cart or pantry, chemical control, waste, privacy, maintenance dependency, and supervisory-performance category. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Separate systemic issues from isolated misses.

- 56 Assign every open finding an owner, priority, due date, required corrective action, evidence standard, reinspection requirement, and escalation path. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Every open finding needs one accountable owner.

- 57 Verify critical housekeeping and hygiene failures are corrected before affected rooms or areas are returned to normal guest use. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Critical failures must be rechecked before reopening.

- 58 Review performance trends such as first-pass room readiness, repeat room defects, cleanliness complaints, linen quality, public-area misses, chemical-control gaps, pest reports, and closure time. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Track first-pass readiness as well as final pass rate.

- 59 Confirm completed corrective actions are physically reinspected and recurring issues are escalated for process, staffing, training, maintenance, or management review. CRITICAL HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Physical reinspection is stronger than status-only closure.

- 60 Record final audit result, unresolved restrictions, next review date, housekeeping supervisor, executive housekeeper or duty manager, auditor, approver, date, time, and sign-off. HOUSEKEEPING
- Compliant Needs attention Critical failure N/A

Execution tip: Final sign-off should show the actual remaining risk.

RUN THIS CHECKLIST DIGITALLY

Turn housekeeping findings into accountable correction and verified property-wide quality

Capture rooms, public areas, linen, chemicals, evidence, owners, reinspection, and trend reporting in Taotics.

Try Housekeeping Audits in Taotics