LONDONIST HOSPITALITY – HOUSEKEEPING CLEANING WORKFLOW (check ins and outs)

Weekly Preparation

1

Operations Assistant
OMERCAN Akcit

TUESDAY: Provisional Cleaning Locations
1. Collect cleaning requests (room cleaning, specific resident requirements, etc.) from relevant departments (e.g., front desk, guest relations).
2. Prepare a Provisional Cleaning Locations List:
- Include all locations needing cleaning services for the weekend.
- Share the provisional list with the Head of Operations for initial review.

THURSDAY: Final Cleaning List
1. Review and update the provisional list with any last-minute requests or changes.
2. Finalise the Cleaning Locations List, ensuring it includes:
- Specific locations.
- Rooms requiring cleaning.
- Any special instructions for each room.
3. Send the finalised list to the Head of Operations by the end of the day.

Use Monday.com for tracking lists and rota assignments

Weekend Rota Preparation

2

Head Operations
RICHARD Champkins

Maintain regular updates via email or a shared platform for seamless coordination between Ops Assista: Maintain regular updates via email

LIST VALIDATION

a. Double-check that cleaners are correctly listed to specific residents and their assigned rooms.
b. Communicate the weekend rota to:
- Cleaners.
- Cleaner Supervisor.

ROTA PREPARATION

a. Review the final cleaning list from the Operations Assistant.
b. Assign cleaners to specific locations and rooms:
- Ensure the rota includes:
- Cleaner names.
- Locations.
- Room numbers.
- Cleaning schedules (start and finish times).
c. Specify products and supplies required for each room (e.g., toiletries, cleaning products).

Communication with Cleaner Supervisor

3

Head Operations
RICHARD Champkins

Obtain a Report on Cleaner Activities:
a. Ensure cleaners adhere to the rota and perform their duties effectively.
b. Check if room inspections have been conducted as required.
c. Request a general report from the Cleaner Supervisor, covering:

- Cleaner performance.
- Any challenges encountered.
- Feedback from residents (if available).

Reporting to LHS Project Manager

4

Head Operations
RICHARD Champkins

Gather data on the number of rooms cleaned during the weekend:
a. Create a summary report of all cleaning activities.
b. Include details such as:
- Total rooms cleaned.
- Feedback from the Cleaner Supervisor.
- Any issues faced during the weekend cleaning.

Submit the report to the Hospitality Project Manager by the end of Monday.

Workflow timeline summary

DAY	TASK	Responsibility
Tuesday	Prepare and submit the Provisional Cleaning Locations List	Operations Assistant
Thursdays	Finalize and submit the Final Cleaning Locations List.	Operations Assistant
Friday	Review the final list and prepare the Weekend Cleaning Rota (including products needed)	Head of Operations
Weekend	Ensure execution of cleaning activities as per the rota. Communicate with the Cleaner Supervisor to monitor and report activities	Head of Operations
Monday	Collect cleaner activity reports and prepare a summary report on number of rooms cleaned for the Hospitality Project Manager	Head of Operations