

CLEANER TRAINING MANUAL

Sea Zen - Cleaning Standards and Presentation

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GENERAL

Guests often remark that “There is everything we want”.

Presentation standards are critical for return guests. Sea Zen should always look the same.

This takes extra cleaning attention to detail.

Usual cleaning applies , including shelves dusted, vacuum and mop floor.

Check for lost property and report to office.

Check for spiders webs. Check for ants especially in kitchen and under light fittings.

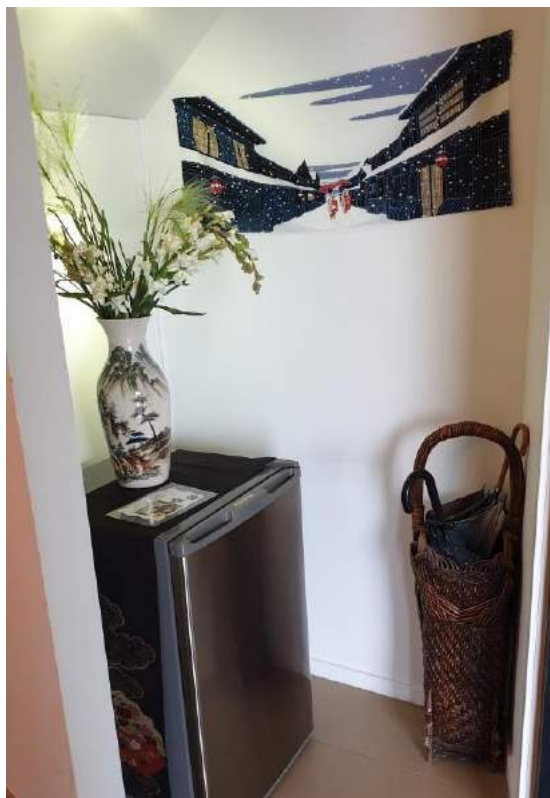
Check for dog hair, especially on couch and day bed. Check for dog poo on balconies.

No bleach to be used.

The **quick checklist** can be used for experienced cleaners who have gone through training via this full document

ENTRY

Front door glass clean. Inside mat clean. Downstairs fridge: check clean.
Check plant room. Anything in washing machine? Check dryer filter. Check washing powder.



BED

2 new King sheets under doona in doona cover. Change doona cover if any marks or dog hair or excessive wrinkling, otherwise re-use doona cover.

4 pillows, fresh covers, 3 cushions, bed runner at foot. Origami swan near pillows.

Ensure mobile charger wires on side table, pinned under lamp base.



BOOKSHELF

Left: mugs and book; Bluetooth speaker cylinder and reading light; GOR book at bottom.

Centre: cookbook or similar; decorative pots;

Right: Stacked DVDs; CDs; small Zen books; copies of See and Do folders; binoculars.



ENSUITE

Shower walls and roof clear of water. Glass clean inside and out; bathmat on seat; bathmat folded on door handle; keep door open so shower dries out.

2 Bathsheets and 2 hand towels on drying rail; power off. 1 hand towel on side of vanity. Neat toilet roll; blue toilet cleaner beside toilet brush. Bin with liner.

Floor mats near toilet and another near vanity – or door if wet.

Check deck tidy and clean.



VANITY

Handwash bottle; 2 facewashers under pretty shell, back left behind 2-3 aromatherapy oils.

Wire basket to be located in front of aromatherapy oils (not shown in left pic). Basket has hand soap and 4 tubes of shampoo etc, (new sets for cleaner from tub downstairs). Clean mirror.

Basin plug in UP position

First drawer: tissues, hair dryer. Second drawer spare loo rolls; spare bin liners; sanitary bags in boxes; pegs.



WARDROBE

Spare blanket; first aid box; spare toiletries; tidy hangers.

2 folded robes; suitcase stand; vacuum cleaner at bottom.



KITCHEN

Coffee machine: plugged in, capsule chamber empty and clean. Extinguisher and blanket in place.
Teapot and mugs; drying rack in place. **Mirror clean.** Rangehood clear of grease (check fortnightly).
Sparkling and milk on fridge door. Check freezer compartment for excess ice – defrost monthly as required.
Check toaster is clean, also same shelf.
Check microwave is clean.



KITCHEN CONTINUED

Cutlery and utensils as per pic. Check for dirty plates and cutlery put away.

Generous coffee capsules. Coffee bags, tea bags. T towels (2+). Torch.

Bottom drawer: chopping boards. Spare bin liners. Torch.

Under sink: clean sponge, scourer (not shown in pic), detergent; Large paper towel roll. Glass cleaner. Fly spray.



LOUNGE

Fluffed cushions on couch. Ensure ottoman cover clean and tidy. Tray on ottoman.
TV remotes on red TV instructions folder. Birdseed container half full. Wires tidy.
Check magazines under TV table; throw old/ messy magazines.

TV on Foxtel channel 844 soft music. (See black folder for how to switch source from DVD to Foxtel.).



Fluffed cushions as shown on day bed.

Side table: **questionnaire with guest name;** guest book; loan mobile box; **2 pens;** plenty loyalty cards; Zen book; drink coasters.



LOUNGE CONTINUED

Black compendium on table.

Welcome card completed with guest name and message –“Hi <guest name>, Welcome to Sea Zen. your hosts Rex and Sibylle.” On other face of card; “Enjoy the bubbles”

If cleaned early, tell the office who will send a text to guest:

“Hi <Guest name>, Sea Zen is ready early, come whenever you like.”



Pantry cupboard as shown with appliances. Spare food. Emergency gas cooker and spare gas cylinders. Yellow torch (not in pic)

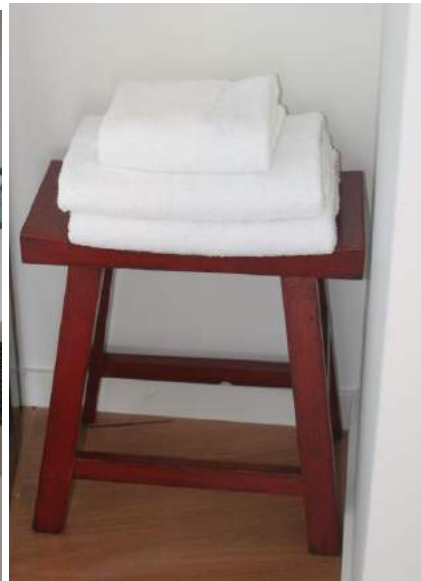


SPA

Spa salts in round container: small amount – 1-2 spoons.

Bath sheets on red chair. Bathmat on chair (not on spa shown in pic).

Shoji screens half open so guests can see spa.



FIRE SETTING

Clean fire glass, eg wet paper and fire ash. Leave cold ashes in fireplace, don't need to empty.

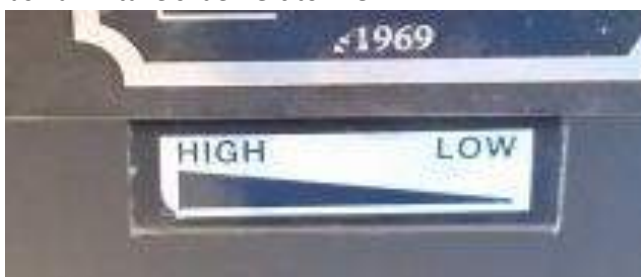
Criss cross kindling as shown a few logs on top. A few fire lighters underneath. .

Laminated fire tips sheet clearly visible in box under. Tidy poker, brush and pan. Ensure matches there.

Leave a few handfuls of brown lighters in red drum – not too many or guests will waste. No spare wood logs under fire, guest can bring from downstairs. Leave a few pieces of kindling in downstairs rack.



Push air intake slider **left** to HIGH



BALCONY

Furniture back to glass in case of rain. Remove bird droppings. Clean balustrade glass if salt built up or once per week. Clean sliding glass doors of salt/ marks. BBQ cleaned; fresh aluminium fat tray. Gas bottle not empty (lift to check approx. OK), spares in carport cupboard #1. Telescope in cover. Clean cover if salt build up. Smokers black container empty of cigarettes. Hose coiled on tap. Bird feeder empty, washed out as necessary.



LOCKS AND LIGHTS

Key in ensuite door, locked from inside. Ensuite doors slightly open. Light on in ensuite. Light on in corridor between bed and ensuite – to backlight bed wall hanging. Padbolt engaged in door to cleaners cupboard; lock on that door locked. Downstairs entry light on; stairs lights on. Key in carport keylock. Combination is xxxx. Carport light on Sensor.



DOG EXTRAS

If guests have dogs:

- leave out 2 dog sheets (to protect furniture)
- leave out 2 bowls
- leave out roll of poo bags
- Put extra hand towel on entry fridge and laminated note asking guests to use towel to remove sand.

CARPORT

Lift rubber mats at front door and sweep under to remove sand.

Sweep carport floor. Large broom is in cupboard 2.

In cold months, put 6 pieces of kindling in shelf from cupboard 1

BINS

Empty inside bins to outside red and recycling bins beside tank.

Jim or owner will take bins out to street on collection day and return.

OWNER LAUNDRY ITEMS

Put used robes or dog sheets in tubs in cleaners cupboard #4

ORDERING LOW STOCKS

Report specific low consumables to manager office who will advise owner.

LINEN

Manager to order linen. Comes in a standard pack delivered to shelf in carport. Dirty linen to be placed in a bag on ground under shelf for driver pickup.

LOCATION OF CONSUMABLE STOCKS

Cleaners cupboard in corridor for:

- Robes
- **Sets of bathroom toiletries**
- Toilet rolls. Tissues, paper cranes for bed, souvenir pens, mattress protector
- Matches, detergent, globes
- Teas, sugar, coffee, salt, pepper, olive oil
- Feedback / questionnaires, welcome cards, sanitary bag boxes, batteries, scissors
- Dog bowls, Dog sheets, dog poo bag rolls, bin liners, coffee capsules, fire starters, spare doona
- Bath salts, birdseed, sparkling bottles, long life milk, BBQ fat trays
- Sparkling, long life milk

Carport cupboard 1:

- Kindling, gas cylinders
- Fishing gear and bucket
- Power lead, mop sponges
- Spare gas cooker
- Fishing rod above cupboard

Carport cupboard 2:

- Broom, foam mop, squeegees

Carport cupboard 3:

Extra stocks:

- Bathroom handwash, blue toilet cleaner
- Spare kettle, gas cannisters
- Extra tea, coffee, olive oil, salt, pepper
- Spare toaster
- Bin liners, kitchen sponges, scourers, glad wrap, aluminium foil
- Bathroom toiletry sets
- Tub for recycling unused toiletries

Carport cupboard 4:

Tubs for used robes and dog sheets

Extra spares:

- Spare wine glasses
- Dog poo bags, sanitary bag/boxes
- Toilet paper, spare crockery and cutlery
- Guest beach chairs above cupboard

QUICK CHECKLIST

DRAWERS – No lost property

BED – 3 cushions, throw, paper swan.

ENSUITE – shower glass, toilet, toiletries, washerS, aroma bottles. Drawers clean, with tissues, spare loo paper

2 large towels, 3 small, Bmat door, Bmat on seat in shower

WARDROBE – robes, blanket.

DAY BED – cushions, questionnaire with guest name, guest book, pens cards, loan mobile box,

FRIDGE – milk, Sparkling.

KITCHEN – bins, coffee machine, frother, drying rack. Spare T-towels, coffee pods, tea, sugar, sponges.

Check Cutlery and crockery clean. Mirror clean.

SPA – 2 towels, 1 mat. Salts.

SHELVES – dusted, tidy

FIRE – Set, clean glass, spare firelighters

TV – remotes, bird seed, music on ch844

DOGS – sheets, bowls, bags

TABLE – Black book, welcome card filled out with guest name

BBQ – Clean, check drip tray, gas

BALCONY – sliding doors clean, bird poo, ashtray; weekly balustrade glass

FLOOR – Vac, mop

DOWNSTAIRS – Room tidy. Fridge. Lights. Locked door

DOWNSTAIRS CARPORT – some kindling out, linen in shelf, sweep if sandy

USED ROBES, DOG SHEETS – in box in carport cupboard