



# Employee Training Manual: Gathering Laundry & General Bedroom Tidying

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## Objective

To gather laundry and tidy the bedroom respectfully and efficiently—ensuring everything is in order while handling personal items with complete professionalism and discretion.



## Materials Needed

- Laundry bag or basket (if collecting laundry)
- Microfiber cloth (for surfaces)
- Trash bag (for actual trash)
- Gloves (optional)
- Disinfectant or all-purpose spray (for surfaces if needed)



## Step-by-Step Instructions

### Gather Clothes

Pick up any clothes on the floor, chairs, or bed. If laundry service is part of the cleaning, place clothing in the designated laundry bag or basket.

### Fold or Hang Neatly

If laundry is not to be taken, fold clothing neatly and place on the bed or chair, or hang up if it's clear where it belongs.

### Tidy Surfaces

Straighten items on nightstands, dressers, and desks. Group similar items and neatly realign any cluttered spaces.

### Adjust Furniture and Decor

Straighten rugs, adjust pillows and blankets, and align lamps, books, or decor to create a clean, organized space.

### Remove Trash

Dispose of obvious trash like tissues, wrappers, or empty bottles. Do not throw away anything unless it's clearly garbage.



## **Handling Personal Items with Respect & Discretion**

You may occasionally come across personal items such as medications, sex toys, adult material, or drug-related items during tidying. Our policy is simple:

- Do not touch or move these items unless they are clearly in the way of your task (e.g., lying on the bed when you need to make it).
- If you must move them, use a clean cloth or gloves and place the item out of view—such as under the pillow or in a discreet corner of the nightstand.
- Do not comment, laugh, take photos, or share what you've seen with anyone—including coworkers and the client.
- Do not make suggestions to the customer about hiding or storing the item—simply move it respectfully if necessary, and carry on with your task.
- We are not here to judge. Everyone deserves privacy and professionalism.

## **Pro Tip to Elevate the Experience**

Creating a peaceful, tidy room can make someone's day. A neatly folded blanket, aligned shoes, or an organized nightstand adds warmth and care.

## **Quality Checklist**

- Clothes gathered neatly or placed in laundry area
- Surfaces organized and free of clutter
- Trash removed appropriately
- Furniture, pillows, and decor aligned
- No judgment or comment made on personal belongings



# Employee Training Manual: Changing Bed Linens

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## Objective

To ensure all beds are made to a consistently high standard that reflects our quality of service, comfort, and care — with a special finishing touch that guests will remember.

## Materials Needed

- Clean fitted sheet
- Clean flat sheet
- Clean pillowcases
- Clean blanket or duvet cover
- Clean comforter (if applicable)
- Bedspread or decorative throw (optional)
- Pillows (fluffed and clean)
- Finishing mint (wrapped)
- Gloves (optional for hygiene)

## Step-by-Step Instructions

### Remove Old Linens

Strip the bed completely: fitted sheet, flat sheet, pillowcases, blanket, and comforter. Inspect for stains or damage and report if needed. Place all used linens in a designated laundry bag or bin.

### Inspect and Clean Mattress Area

Check for crumbs, dust, or debris on the mattress and frame. Use a hand vacuum or lint roller if needed. Smooth out the mattress pad if there is one.

### Put on the Fitted Sheet

Locate the tag—it should go on the bottom-right corner of the mattress. Pull the sheet tightly over each corner for a smooth, snug fit.

### Add the Flat Sheet

Spread the flat sheet evenly, making sure the finished side faces down (so it shows when folded back). Align the top edge with the top of the mattress. Tuck in the sheet at the foot of the bed using hospital corners for a crisp look.



### Add the Blanket or Duvet

Lay the blanket or duvet evenly over the flat sheet. Leave enough room at the top to fold the sheet over (around 6–10 inches). Smooth out wrinkles and tuck at the foot of the bed if preferred.

### Fold and Style

Fold the top of the flat sheet over the blanket neatly. Adjust for even sides and clean lines.

### Replace Pillowcases

Remove old cases and inspect pillows. Insert each pillow into a clean case, aligning seams for a tidy look. Fluff each pillow and place it upright or flat, depending on standard style.

### Add Comforter or Decorative Touches

Place the comforter, bedspread, or decorative throw as required. Align with the foot of the bed or fold stylishly across the middle.

### Finishing Touch: Mint on the Pillow

Place one wrapped mint in the center of the main pillow. Make sure it's clean and presentable—it's a small gesture that adds charm.

### ✨ Pro Tip to Elevate the Experience

Towel Origami: Consider folding a hand towel into a simple fan or heart and placing it beside the mint. This takes 1–2 minutes and creates a spa-like impression guests love.

### ✅ Quality Checklist

- Sheets are tight and smooth
- Pillows are fluffed and positioned evenly
- Blanket/duvet is wrinkle-free and aligned
- Mint is centered on the pillow
- No lint, hair, or stains visible on bed





# Employee Training Manual: How to Properly Make a Bed

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## Objective

To ensure beds are made with precision and attention to detail, presenting a clean, crisp, and inviting appearance that elevates the entire room.



## Materials Needed

- Fitted sheet (already on bed)
- Flat sheet
- Blanket or duvet
- Comforter (optional)
- Pillowcases and pillows
- Decorative pillows (optional)
- Bedspread or throw (optional)



## Step-by-Step Instructions

### Straighten the Fitted Sheet

Ensure the fitted sheet is pulled tight and tucked securely around all mattress corners. Smooth out any wrinkles.

### Lay the Flat Sheet

Spread the flat sheet evenly with the finished side facing down. The top edge should align with the top of the mattress.

### Tuck the Foot End

Tuck the sheet under the mattress at the foot of the bed, then use hospital corners on both sides for a clean, secure fit.

### Add the Blanket or Duvet

Place the blanket or duvet over the flat sheet. Leave 6–10 inches at the top so the flat sheet can be folded over it.

### Fold and Align

Fold the top of the flat sheet over the top edge of the blanket/duvet. Make sure all layers are smooth and even.



### Place Pillows

Fluff and arrange the pillows. Place sleeping pillows flat or standing, depending on style. Add decorative pillows in front if used.

### Add Final Touches

If using a bedspread or throw, lay it across the foot of the bed. Center everything and straighten edges for a polished look.

### ✨ Pro Tip to Elevate the Experience

Use a lint roller or cloth to remove dust or pet hair from the comforter and pillows before you finish. Presentation makes a huge difference!

### ✅ Quality Checklist

- Sheets are tight and wrinkle-free
- Blanket/duvet is centered and smooth
- Top sheet folded evenly over blanket
- Pillows fluffed and arranged symmetrically
- Bed looks crisp, balanced, and welcoming





# Employee Training Manual: Vacuuming the Bedroom Floor

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## Objective

To thoroughly vacuum bedroom floors by removing dirt, dust, hair, and debris from all flooring surfaces—including under furniture and along baseboards—leaving the space fresh and visibly clean.



## Materials Needed

- Vacuum cleaner (with HEPA filter preferred)
- Upholstery or crevice attachment
- Handheld vacuum or hose extension (optional)
- Lint roller or broom for touch-up (optional)
- Gloves (optional)



## Step-by-Step Instructions

### Clear the Floor

Pick up clothes, cords, trash, or small items. Lift chairs or baskets off the ground.

### Start with the Open Areas

Begin vacuuming in the most open areas of the bedroom. Move in straight lines, overlapping slightly for full coverage.

### Vacuum Under Furniture

Use a hose or floor-level attachment to vacuum under the bed, dressers, and nightstands. Don't forget under low-clearance items.

### Clean Edges and Baseboards

Use a crevice tool to run along the perimeter of the room where the floor meets the wall. Pay attention to corners and behind doors.

### Touch-Up on Rugs

For area rugs, vacuum slowly in both directions to pull out dust and hair. Use low suction for delicate rugs.



### Final Pass

Do a final scan for missed areas or spots, and touch up with a handheld vacuum or lint roller if needed.

### ✨ Pro Tip to Elevate the Experience

Use the vacuum to make clean, straight lines or a visible pattern—clients associate this with thorough, professional work.

### ✅ Quality Checklist

- No visible debris, hair, or dust on the floor
- Under-bed and furniture edges vacuumed
- Corners and along baseboards cleaned
- Rugs vacuumed gently and thoroughly
- Vacuum lines or patterns left in carpet (when possible)

