

# CLEANING SOP



Hestia homes are cleaned to the highest standard; the Cleaning Standard Operating Procedure is your guide for how a Hestia home is cleaned. Please note that we require our members to use a professional cleaning service; self-cleaning is not an option.

# Let's get cleaning!

*Quality creates loyalty*

We have created this Standard Operating Procedure to help you guide your cleaning teams to deliver the best guest experience; after all, HESTIA is the Greek Goddess of Hospitality.

We strive to earn the highest rates by creating a consistent brand experience, just like how some of us are loyal to particular hotel brands because we can expect a certain quality. Please review this in detail with your cleaner to clarify expectations.



# CLEANING SOP

## BEDROOMS

- Strip beds of all linens (duvet cover, pillowcases, sheets) and wash on the highest heat setting
- Organize closets to include 1 extra set of sheets (fitted, flat, and pillowcases) for each room. In the primary suite, also include 6 extra bath towels and 4 extra washcloths
- Make beds according to the following criteria:
- Fitted sheet, flat sheet, duvet with duvet cover, 4 pillows (2 pillow shams & 2 pillowcases), one throw pillow and one quilt. For twin beds, leave 2 pillows and one throw pillow

## BATHROOMS

- Wash all towels & treat any stains appropriately
- Remove shower curtain liners from hooks and wash as needed
- Clean tub with shower cleaner. Remove all soap scum stains from shower head and tub spouts
- Clean the toilet, including under and behind the lid, behind the toilet, and the base of the toilet
- Refill shampoo, conditioner and body wash
- Refill toilet paper; place 1 roll on the TP holder with a designer folded edge. Place 3 extra rolls under the sink
- Restock 2-4 towels in cabinets using the "spa roll"
- Clean sinks, sink faucets, vanities and mirrors

## KITCHEN/ DINING ROOM

- Place clean dishes in cabinets/drawers; use photos attached to the inside of each cabinet/drawer as a guide
- Make sure that dishes and silverware that are already stored are clean and free of dust
- Remove any leftover food from previous guests. Clear both fridge and pantry
- Wipe down the inside of the oven, microwave, fridge, sink and countertops
- Wipe down all appliances (stove, fridge, microwave, toaster, coffee maker, etc)
- Refill: dish soap, hand soap, coffee, ice trays (if applicable)
- Put out one roll of paper towels in the countertop holder and an extra roll under the sink
- Put out a clean dish towel
- Place the garage door opener in the tray located on the coffee table in the Livingroom

# CLEANING SOP

## LIVINGROOM

- Wipe and dust tables, shelving, desks, office chairs, etc.
- Check drawers and cabinets for trash or items that do not belong
- Report any stains/tears in furniture
- Vacuum under the couch, chair cushions and back/side of the couch to create vacuum lines
- Organize pillows and throw blankets
- Wipe TV with a microfiber cloth; do NOT spray any solvent directly onto the TV
- Place the remote in the tray located on the coffee table

## GENERAL

- Wipe all hard surfaces using a multi-purpose cleaner
- Sanitize high-use surfaces like door knobs, light switches, toilet handles, remote controls (TV & garage) using disinfectant spray or wipes
- Remove trash from cans and replace with a clean trash bag
- Sweep/Vacuum & Mop floor
- Clean mirrors located in rooms or living spaces with glass cleaner and a microfiber towel

## PATIO & FRONT PORCH

- Sweep leaves & debris; remove trash from yard
- Wipe down outdoor table & chairs

## FINAL WALKTHROUGH

- NO crumbs or hairs left anywhere; check under beds for dust bunnies
- Dishwasher and Dryer are empty
- Trash is thrown away, and a new bag is placed in the bin
- Place trash bins on the curb (check house manual for trash day info)
- Take at least one photo of every room and send to the manager before leaving the property
- Address anything else that will prevent us from making a good first impression!

# CLEANING SOP - BIOHAZARD

## UNIQUE CIRCUMSTANCES

- If a biohazard clean-up is required (blood, feces, vomit, etc.), please:
- Use provided nitrile gloves
- If the spill is on a non-porous surface, cover the spill with a 10% bleach/water mixture and allow to soak for 10 mins before clean-up. Wipe up with paper towels. Immediately dispose of gloves and used paper towels in a trash bag and place them in an outdoor bin.
- If the spill is on the linens and is relatively minor, treat with an appropriate solvent (e.g., bleach for white linens) and wash on the highest heat setting. If the spill cannot be cleaned, dispose of linens in a trash bag and immediately place them in an outdoor bin. Notify management to replace the linens.
- If the spill is on the furniture, please notify management immediately if it cannot be spot cleaned or deep-cleaned with an upholstery cleaner
- Any glass, needles, or sharp objects may not be picked up by hand. Use a broom/dustpan, tongs, etc.
- Wash your hands with soap and warm water for at least 20 seconds after handling biohazard spills or chemicals

# QUALITY MANAGER CHECKLIST

This function is supported by someone other than your normal cleaning team.

## AESTHETICS

- Make sure home is staged nicely with furniture in correct places, art hanging straight on the wall, décor organized in an aesthetically pleasing way, beds are made appropriately, shower curtains are stain-free & closed, curtains are open, natural light is entering the home, etc.
- Make sure stored items in closets and cabinets are also organized in an aesthetically pleasing way
- Check all floors, countertops, bathtubs, baseboards, shelves, etc., for excessive dust, crumbs, or hairs
- Check the exterior of the home to make sure the patio, front porch, driveway, and yard are neat. This includes but is NOT limited to cleaning and arranging patio furniture, eliminating spiderwebs and/or wasp nests, making sure garden hoses are kept, sweeping leaves, picking up stray trash and dog poop.
- Make sure closets are tidy, hangers are together, and that there are at least 6-8 hangers in every closet
- Check garage; sweep and organize as needed

## MAINTENANCE

- Do a walk-through of the home to check for any maintenance issues or potential issues that could arise in the future. This includes but is NOT limited to doors/door knobs, cabinets/cabinet hardware, plumbing fixtures, appliances, electronics (cameras, remotes, etc.), light fixtures & bulbs, fans, bedframes, locks, etc.
- Deep clean furniture (shampoo or spot clean) or other areas (magic eraser on walls, etc.) as needed
- Replace front door lock batteries on a monthly basis, or at every 30+ day turnover
- Replace air filter every 2-3 months
- Check and refill propane tanks as needed
- Check and clean inside of the outdoor grill as needed
- Refill Jetdry in dishwasher as needed
- Refill pellets in water softener as needed
- Clear and set door codes as needed
- Be on call for general maintenance issues that arise during a guest stay

# MAINTENANCE SCHEDULE

## MONTHLY

Replace air filters  
Replace water filters

## QUARTERLY

Deep clean  
Pest control  
Replace doorlock batteries  
Replace exterior camera batteries

## ANNUALLY

Replace smoke detector batteries  
Replace carbon monoxide detector batteries  
Dryer vent cleaning  
HVAC maintenance