

**RFP #25922 Rider B/Appendix B  
SUMMER HOUSING AND CONFERENCES  
CONFERENCE LODGING ROOM CLEANING PROCESS**

**Updated February 2014**

**SHC Operations allow groups and visitors to stay in PSU Housing for a short period to attend conferences, workshops, and participate in internships. Custodial Services is needed to perform a light cleaning and sanitation/disinfectant on rooms between guests. The SHC Schedule is not fixed and will have some variability that cannot be predicted. Summer Housing and Conferences is a seven-day-a-week operation with a great deal of room cleaning happening on the weekends. SHC operates 550 – 750 rooms each summer.**

**Step 1:** SHC schedule is shared with custodial services. The on-campus Custodial Supervisor needs to attend summer planning meetings to have an understanding of the schedule and to develop a schedule outline for personnel.

**Step 2:** The SHC Operations Manager develops the schedule and priorities for cleaning SHC lodging rooms. Cleaning is scheduled to begin 11:00am on the morning of the guest's departure. The room cleaning list is developed daily with the priority order of room cleaning. Custodial personnel need to be scheduled in a way that accomplishes the assigned number of rooms assigned within a provided time frame.

**Step 3: Guest checks out by 10:00am.** SHC staff will walk through guest rooms prior to cleaning to assess for problems. Problem areas are reported and task lists are updated and shared with Custodial Supervisor.

**Step 4:** SHC operations manager will provide the room cleaning lists to the Custodial Supervisor by 9:00am, daily in the agreed upon format. Additions and subtractions will occur to these lists but both agree to work to minimize these disruptions.

**Step 5:** SHC staff exchange linens, towels, and other products in rooms. This will occur as cleaning staff are also going through rooms. Cleaning staff need to expect overlap. Towels and other products meant for the bathroom and shower area are distributed in stacks on the beds in the rooms to minimize impact on cleaning.

**Step 6:** SHC staff will review rooms to ensure quality prior to the arrival of new guests. Problem are reported to the SHC Operations Manager and Custodial Supervisor as they arise through e-mail.

**Step 7:** Completed rooms are recorded in Conference Programmer.

This process begins in mid-June. This process ends after the last guest group leaves in September.

**Schedule change:** The schedule may be changed due to a guest not moving out on time, discovering a major maintenance issue in the room, or other reasons. If a change to the schedule impacts the schedule that day, the changes to the task lists will be distributed by SHC Operations Manager prior to 11:00am daily.

**Abandoned Items:** If custodial staff find items in a room that are not easily identified as trash or garbage, the items should be returned to the Housing Office.

**End of Summer:** Near the end of summer, SHC lodging rooms will be "given back" to Housing to be prepared for fall term. These rooms are scheduled for a final cleaning of the entire room. This will be scheduled by the SHC Operations Manager and the Assistant Director for Housing Operations.

Notes for Custodial Company:

- 1) The priority areas for cleaning in each room are the bathroom and shower, kitchenette, refrigerator, and a sweep of the room.
- 2) There will be peaks and valleys in the number of rooms to be cleaned daily, with the high being as many as 400 and a few days when there will be none.
- 3) The peak days are important because there is a large number of guests moving in immediately.

**Approximate SHC Schedule.**

February: Summer scheduling and planning meeting begin to happen weekly

April: SHC calendar is set, with few major changes happening after this month

May: In rare years, some rooms are made available to SHC for guests

June 17-21: First SHC groups and guests begin to arrive, SHC material in all SHC rooms

June 22-25: Most years, all available SHC rooms are in use or prepared for use

July: Peak room use, with a minimum of 70-85% of rooms needing cleaning at least once a week

August: Peak points, as program develops, 55-75% of rooms need cleaning at least once a week

August 15-31: Rooms used by SHC begin to be scheduled to return to Housing Operations

September Week 1: All remaining SHC rooms are returned to Housing Operations