

1. Kitchen

STANDARD: The kitchen must be clean, sanitary, and free of visible debris or residue.

Includes:

- Floors free of spills, stains, food or liquid marks
- Countertops, sinks, and cabinet fronts clean — *no grease buildup, crumbs, or residue*
- Appliances (refrigerator, microwave, oven, etc.) wiped inside and outside
- Cleaning tools (sponges, towels) must be **fresh, disinfected, and not worn**

Why: Guests often prepare meals here. Cleanliness is not optional — it's matter of safety.

2. Bathroom(s)

STANDARD: All bathroom surfaces must be professionally clean — visibly hygienic and free of buildup.

Includes:

- Toilet, shower, bath, sinks, and floors **free of residue, hair, and stains**
- Floor mats should be clean, intact, and replaced if worn
- Surfaces showing permanent staining are **not acceptable for vacation use**

Why: Bathrooms are where guests assess overall care.
Anything less than clean damages trust immediately.

3. Bedrooms

STANDARD: Sleeping areas must be neutral, clean, and free of personal or themed décor unless designed specifically for children.

Includes:

- Fresh, unstained bedding (recommend neutral tones)
- No themed, animated, or overly personal designs in adult bedrooms
- Avoid worn, faded, or heavily patterned linens that can feel unclean
- Floors, including under the bed, must be swept and mopped

Why: Sleep is personal. Guests expect hotel-quality freshness, not borrowed space.

4. General Space & Furnishings

STANDARD: All furnishings must be well-maintained, functional, and appropriately cleaned.

Includes:

- Inspect visible and hidden areas (e.g., under sofa cushions) — clear of dust, debris, and forgotten items.
- Free of unpleasant odors or have overwhelming deodorizer scents
- Remove or replace items that are visibly worn, stained, or non-functional

Why: The condition of furniture reflects the product, hosting investment, not just maintenance.

5. Appliances & Utility Areas

STANDARD: Any appliance available to guests must be fully operational and hygienically clean.

Includes:

- Washing machines, dryers, dishwashers, vacuums — cleaned inside and out
- A dishwasher should operate with hot water; if not, they should be cleaned with disinfectant and guests should be informed that it doesn't operate with hot water.
- Remove food particles completely — retained debris can create odor and/or health hazards

Why: Guests rely on functional appliances.
Malfunctioning or dirty machines create both dissatisfaction and liability.