

Cleaning Service Level Standard Grand Hotel

We take cleaning seriously and are trained to provide you with a clean, safe and healthy environment.

Preparation of your accommodation for your arrival

Prior to your arrival your accommodation is deep cleaned and quality control checked. As a minimum the windows are cleaned internally, all walls, fixtures, fittings and mattress are damp wiped. All lights are checked to ensure they are in working order and an inventory is provided for you to check to confirm that all furniture and fittings listed on the inventory are in working order.

Our service to you during term time

Area (*where appropriate)	What we will do for you:	What we require from you:
Bedroom/En suite*	Once a Term We will inspect your room giving seven days advance notification to ensure you are maintaining it in a safe, tidy and hygienic manner and that no damage has been caused.	No cleaning is provided to bedrooms or <i>en suites</i> . To keep your bedroom, safe, clean and tidy at all times as no cleaning service is provided by us to bedrooms. To remove regularly and dispose of glass, cardboard, newspapers, paper, plastics and cans in the appropriate external recycling bins. To remove and dispose of general rubbish in the general waste bin in the kitchen and when full to place this in the external refuse area. (Please see Site Map for your nearest recycling and refuse area).

Area (*where appropriate)	What we will do for you:	What we require from you:
Communal Kitchen	Monthly We will inspect your Kitchen/common room giving seven days advance notification to ensure you are maintaining it in a safe, tidy and hygienic manner and that no damage has been caused.	Wipe down all kitchen appliances and work surfaces after use – removing any spillages and stains. Wash, dry and place cooking and dining utensils away after use. Ensure the fridge/freezer is kept clean and tidy ensuring out of date foods are disposed of. Remove any floor spillages immediately. Clean floors and vacuum carpet regularly.
Communal rooms	Weekly Service on day publicised on notice board. Damp wipe external areas of fixtures, fittings and furniture, vacuum carpet.	
Refuse	We do not remove refuse from rooms or Kitchens We do remove the refuse from the internal bin area.	It is the responsibility of all residents to remove all refuse and place it in the designated recycling and refuse area
Communal Toilets	Daily Sweep and damp clean toilets (including seat and cistern) Clean washbasin and mop floor Replenish toilet roll and hand towels	Clean toilet and sink after use
Communal Corridors, Staircases	Weekly Spot check all areas. Vacuum carpet/sweep and damp mop floor.	Always keep areas clear and free from obstructions at all times including rubbish.

Cleaning Chemicals/Equipment

You will be expected to buy your own toilet rolls and cleaning materials for your own use e.g. for kitchen cleaning. A mop, bucket, dustpan, brush and vacuum cleaner will be available in your communal area for your use.

We aim to fulfil the above service level standards. If members of our team are on annual leave or absent due to illness this may not always be possible. We will notify you if we are unable to provide our normal service level standard and will endeavor to provide a reduced service. No member of University staff or contractors will enter areas which have shared communal washrooms, toilets and kitchens before 9.00 am unless in the case of emergency, e.g. urgent repairs or to rectify a situation which poses a health and safety risk.

If you have any reason to complain about our Service or you wish to inform us that we are doing something particularly well, please contact site reception.