

Must-Do Tasks After Guest Check-Out:

- Turn off the air conditioning, lights, water faucets, etc.
 - Note any issues and inform the housekeeper or laundry staff.
 - Attempt to fix minor issues if possible. For major problems, contact a professional immediately and notify management so the issue can be resolved quickly, ensuring the room is ready for the next guest. This helps minimize the number of out-of-order rooms.
 - Place a basket at the front counter for guests to return their room keys so they can be reused.
 - Greet departing guests with a warm smile and encourage them to complete a survey or leave a review to help us improve.
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Must-Do Tasks Before Guest Check-In:

- Ensure the door lock is functioning properly.
 - Confirm that all utilities (A/C, lights, water, etc.) are working.
 - Make sure the bed(s) and room are thoroughly clean.
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Exterior Tasks:

- Remove weeds regularly before they grow too tall or strong.
 - Water the rose bushes and other plants before the soil becomes dry.
 - Spray pest control wherever insects are found.
 - Check the hallway and exterior lights; replace the bulbs as needed.
 - Keep the parking lot clean; remove nails, trash, and other debris.
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Interior Tasks:

- Coffee and other refreshments must always be available. Maintain adequate stock to avoid last-minute shortages.
- Keep emergency items always stocked (flashlights, utensils, towels, etc.).
- Conduct regular inventory checks and inform management at least a few weeks in advance if essential items are running low.
- Monitor housekeeping, laundry, and other staff schedules.
- Ensure all guest payments are posted correctly.
- Take the initiative to learn systems such as Opera Cloud, Wyndham Community, Wyndham Rewards, and other related applications for personal development.