



IN FRONT OF THE GUEST · SEASON 1: OPERATIONS · MODULE 2: HOUSEKEEPING · LESSON 10

Inspecting the Room Through the Guest's Eyes

*It isn't clean when you finish.
It's clean when the guest finds nothing.*

In five lines

Cleaning a room and inspecting a room are two different crafts carried out by the same person. The first is done with your hands and the method; the second, with the eyes of whoever is going to sleep there tonight. The guest doesn't see your effort: they see the hair in the drain, smell what you no longer smell, find what was left behind the curtain. This lesson teaches you to do the final walk-through by switching characters: you enter as a room attendant and walk through as a guest.

The script, step by step

- 1. Enter the way they enter.** Close the door, open it again and walk in slowly: the first thing you perceive is the smell, and smell can't be seen — the room is aired, its cause is found, it is corrected. The nose decides before the eyes.
- 2. Walk it from the bed.** Sit, in your mind, where they will sit: from there you see the dust on the lamp, the stain on the ceiling, the corner that doesn't exist from the door. The perspective of rest is the one that keeps score.
- 3. Open what they will open.** Drawers, closet, curtains, minibar, faucets. The guest explores their room in the first ten minutes; your inspection has to have arrived before their curiosity.
- 4. The five critical points, always.** When there's no time for more, this is non-negotiable: smell, an impeccable bathroom, a perfect bed, working lights, security (lock, peephole, safe). Everything else can be rushed; this can't.

With limited resources: how to hold the standard

If you don't have...	How to hold the standard
Time (high credits, short staff)	The five critical points + a 60-second walk-through with the guest's eyes are that day's minimum — and, at the same time, the signal that something must be readjusted: you tell the person in charge so they can redistribute workloads, reinforce the team or block inventory, because recurring short staffing isn't a standard: it is a staffing level that needs correcting (lesson 45). Cutting out the inspection entirely is giving away tonight's complaint.
Products or a finishing scent	The best perfume for a room is ventilation and the cause corrected. An air freshener that masks is a promise the guest sees through within an hour.

In front of the guest

DO	DON'T	NEVER
Greet every guest you pass in the corridor, by name if you know it. Move the cart aside to let them by.	Block the corridor without an apology. Work with music or your phone on where you can be heard.	Comment in the corridor on the state of a room or a guest: hotel walls are thin, and reputations even thinner.

Common mistakes

- ◆ Inspecting from the doorway: from there every room looks fine; none is scored from there.
- ◆ Trusting the memory of the method ("I already did that"): the inspection exists precisely because memory fails.
- ◆ Leaving the final touch for "if there's time left": the straight curtain and the centered pillow are 5% of the work and 30% of the perception.
- ◆ Not reporting what you find and can't resolve (a stain, a breakdown, a persistent smell): inspecting without reporting is looking without seeing.

THE GOLDEN RULE

**"The room isn't clean when you finish.
It's clean when the guest finds nothing."**

This lesson's exercise

Think of the last room you cleaned or slept in: write down the 3 most likely faults a guest would find, and at exactly what point in a 60-second walk-through you would have detected them. In the answer that follows, I share my version.