**Entering The Guest Room**

|  |  |
| --- | --- |
| It is important that you following these steps when entering the guestroom: | |
|  | |
| 1. | Knock twice announcing “maintenance” after each knock. Do not knock with anything but your hands. |
| 2. | As you open the door announce “maintenance” one last time. This gives the guest three announcements of who is at the door. If no one is in the room apply your wedge or sandbag to the bottom of the door. If someone is in the guestroom see the next section. |
| 3. | Pull your PM cart up to the door frame as close as possible. You will do this for the following reasons: blocks intruders from entering the room while you are cleaning, lets guests know you are cleaning the room, allows for easier traffic in the hallway around your cart and, allows easier and quicker access to your supplies. |
| 4. | If necessary record what time you entered the room and began working |
| 5. | Be sure your keys are secured to your uniform or in your pocket. Your room assignments should be kept in an inconspicuous place on your cart or kept in the guestroom. |
|  | |
| If a guest is in the room after you have knocked twice and announced yourself three times: | |
| 1. | Apologize and ask the guest if they would like their specific maintenance issue taken care of later? |
| 2. | Show the guest where the Do Not Disturb sign (DND) is located in the room so that they are not disturbed again in the future. |
| 3. | Fulfill the guest’s request either coming back later or proceeding with your normal routine. Keep the door and windows open if you stay and work in the room with the guest in the room. |
| 4. | Note on your room assignment sheet if you need to come back later or if the DND was placed on the door. |