



# Properly's Knowledge Library

*Featuring*

## Blue Fresh Start Checklists

# Properly's Checklist Library

Properly's global quality management platform provides a library of dozens of checklists. Properly's best-practice checklist collections include best-practice process templates, how-to's, and hygiene safety training checklists. This download includes a selection of checklists designed to specifically help Booking.com partners who want to improve their cleaning reviews:

- Blue Fresh Start best practice template
- How to: Remove Mold from Grout
- How to: Test and Restart WiFi
- How to: Clean White Porcelain
- Safety training: Disinfection Protocols

In addition to using these templates provided to Booking.com partners free of charge courtesy of Booking.com, you can also sign up for Properly to access the full library of dozens of additional helpful checklists and use Properly's mobile app to manage your cleaning team and ensure quality. Booking.com partners get an exclusive 30% discount at:

[lets.getproperly.com/bookingcom-stay-listed](https://lets.getproperly.com/bookingcom-stay-listed)



# Blue Fresh Start: Summary

## Checklist Description

This detailed checklist is specifically designed for properties that have received poor reviews related to cleanliness, or for properties that are just starting out.

It addresses issues related to cleanliness and maintenance that guests complain about most frequently and are most easily overlooked. It can also be useful for all hosts as a refresher about which areas to pay special attention to. The six areas of focus are:

1. Smells
2. Floors
3. Easily forgotten tasks
4. Sheets, linens, and towels
5. Consumables and basic maintenance
6. Disinfecting high-touch areas (bath and kitchen)



The items in this checklist are based on a detailed analysis of properties with below-average reviews.



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# Blue Fresh Start: Summary

## Summary

- ✓ Smells: Mold, dishwasher filters, garbage disposal, the refrigerator, trash cans, or insufficient dusting create odors
- ✓ Floors: Thorough mopping, regular carpet cleaning, and spot-treating upholstery are essential
- ✓ Easily overlooked areas: The back of the toilet, under the bed, underside of the toilet seat, inside the oven and microwave, other appliances, and cobwebs in corners
- ✓ Crisp, clean sheets, linen, and towels
- ✓ Restocking and basic maintenance: Wi-Fi, lamps, toilet paper, dishwashing liquid, shampoo, soap, etc.
- ✓ Pay special attention to cleaning and disinfecting all high-touch areas, especially in the bathroom and kitchen



# Blue Fresh Start: Detail

## Smells: Mold

- ✓ Mold often starts in the bathroom. Check shower curtains, hidden areas around sink and toilet, the walls and the floor, and the bathtub and shower
- ✓ In other rooms, check upholstery, behind furniture, windowsills, potted plants, AC and heating vents, carpets, and inside the refrigerator and seals
- ✓ If mold is found, use our HOW TO: REMOVE MOLD FROM PORCELAIN checklist



# Blue Fresh Start: Detail

## Smells: Dust

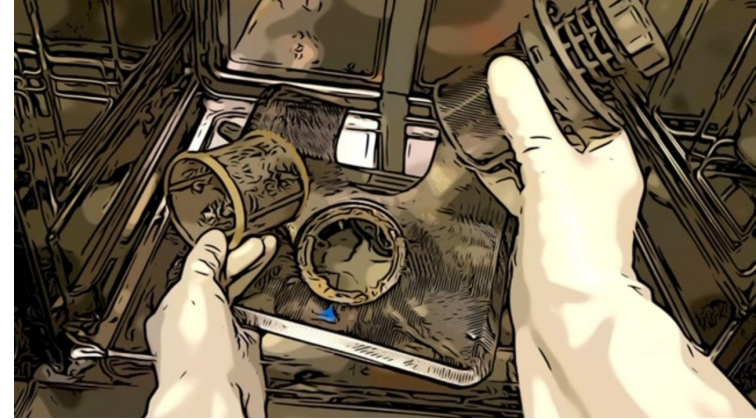
- ✓ Dust top to bottom
- ✓ Use a damp cloth for hard surfaces
- ✓ Don't forget hard to reach areas such as lamps and light fixtures, blinds, fans, the tops of pictures, doors, windows and baseboards, electronics, ceiling corners (cobwebs!), and under furniture.



# Blue Fresh Start: Detail

## Smells: Other

- ✓ Clean the dishwasher filter at least once a month.
- ✓ Manage odors in the garbage disposal with ice cubes and lemon slices.
- Garbage cans
- ✓ Empty and clean all trash cans
- ✓



# Bue Fresh Start: Detail

## Floors

- ✓ Mop
- ✓ Vacuum all carpeting and upholstery thoroughly. Steam clean at least once a year
- ✓ Spot treat any stains with white vinegar and water, and neutralize odors with baking soda by leaving it for up to 2 days, then vacuuming it.





# Blue Fresh Start: Detail

## Easily Overlooked: Kitchen

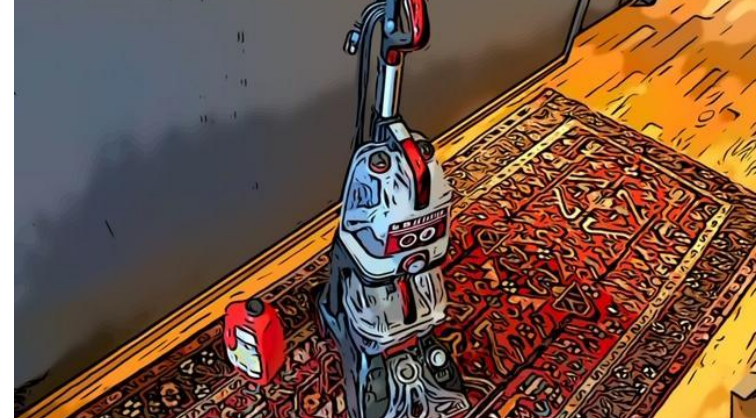
- ✓ Check and clean the inside of the oven.
- ✓ Check and clean the inside of the microwave
- ✓ Check small appliances, such as toasters for breadcrumbs
- ✓ Clean the stove, including grates and pans.



# Blue Fresh Start: Detail

## Easily Overlooked: Other

- ✓ Check under beds and other furniture for dust and left-behind items
- ✓ Look up and check for cobwebs
- ✓ Check and vacuum crevices in furniture



# Blue Fresh Start: Detail

## Sheets, linens, and towels

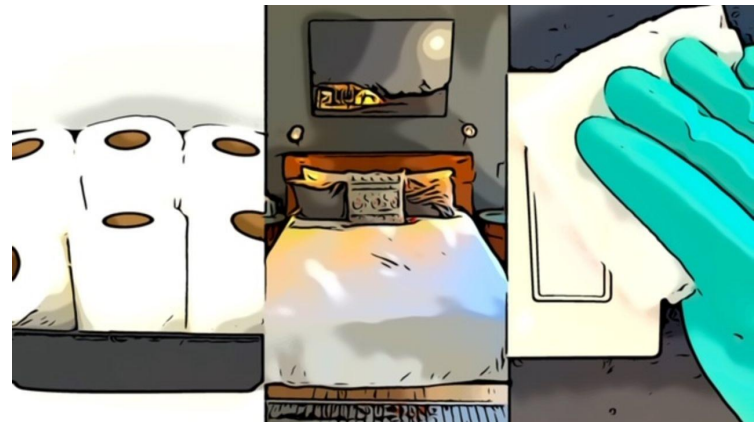
- ✓ Preferably use white linens and sheets and wash them at the highest temperature possible. Provide dark makeup cloths
- ✓ Check every item for stains before placing it.
- ✓ Carefully check for hair, especially on headboards



# Blue Fresh Start: Detail

## Restocking and basic maintenance

- ✓ Check and refill all consumables, including toilet paper, shampoo, soap, etc.
- ✓ Make sure all the lights work, all remote controls and hairdryers are placed, and smart locks are functioning.
- ✓ Make sure the Wi-Fi is connected to the network, working, and then run a speed test. use our HOW TO: Test and Restart Wi-Fi checklist
- ✓ Check for any beeping smoke detectors and regularly change batteries



# Blue Fresh Start: Detail

## Disinfecting high-touch areas

- ✓ After cleaning, disinfect high-touch areas. Use our SAFETY: DISINFECTION PROTOCOLS checklist
- ✓ Pay particular attention to stainless steel and hard plastic surfaces like appliances, light switches, and remote controls
- ✓ Disinfect all kitchen surfaces where food is prepared, using separate rags to avoid cross-contamination.
- ✓ Disinfect high-touch areas in the bathroom, including the toilet seat



# How To: Remove Mold from Grout

## Checklist Description

This learning module will teach you how to remove mold from bathroom tiles.

## Steps

- ✓ Spray household cleaner on the area
- ✓ Scrub until you remove the visible fungus
- ✓ Wipe away the grime and place the towels in a trash bag
- ✓ Repeat as necessary until the fungus is removed
- ✓ Spray vinegar solution on the area
- ✓ Let the solution sit for about 1 hour



# How To: Remove Mold from Grout

## Steps (continued)

- ✓ Wipe away vinegar solution and place towels in a trash bag
- ✓ Pat the entire area dry
- ✓ Don't use a fan – it could spread mold spores
- ✓ When the tile is dry, use a HEPA vacuum on the tile
- ✓ Once finished, immediately put the vacuum bag in the trash



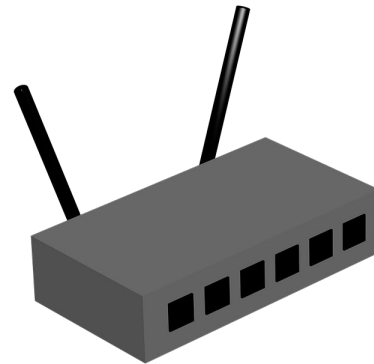
# How to: Test and Restart WiFi

## Checklist Description

Fast and reliable Wi-Fi is essential for guests. This checklist provides step-by-step instructions for how to test and restore Wi-Fi.

## Check Wi-Fi Speed

- ✓ Log in to the property's Wi-Fi network.
- ✓ Open an internet browser and go to [www.speedtest.net](http://www.speedtest.net)
- ✓ Follow the prompts to run a speed test for uploads and download. Upload speed should be 25 Mbps or higher.

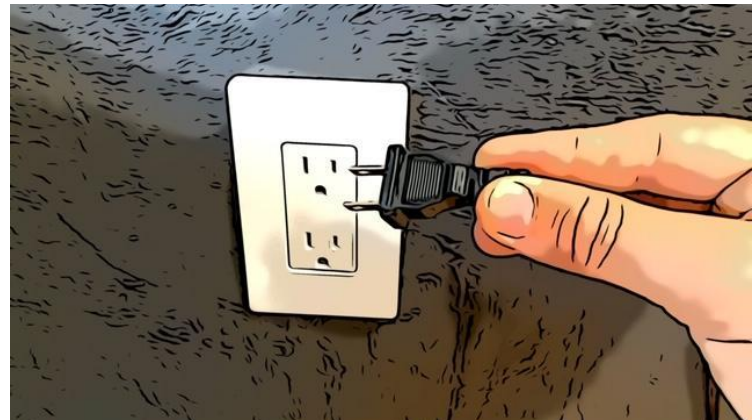




# How to: Test and Restart WiFi

## Restart Wi-Fi

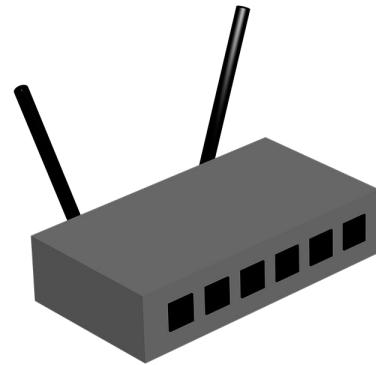
- ✓ If the Wi-Fi isn't working, restart your modem and wireless router
- ✓ Unplug your wireless router and modem from the power source.
- ✓ Wait at least one minute
- ✓ Plug your wireless router and modem back into the power source again.
- ✓ On your device, reconnect to your WiFi network.



# How to: Test and Restart WiFi

## Check if the Wi-Fi signal is blocked

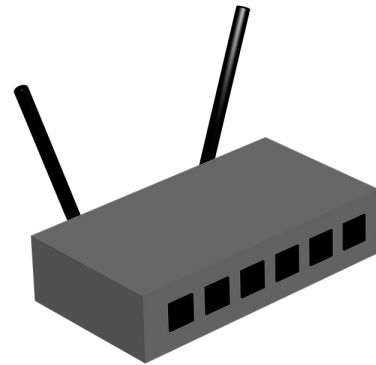
- ✓ Put your router in a central location, as close to the router as possible
- ✓ Make sure there are no obstacles covering your router
- ✓ Thick walls can also reduce the Wi-Fi signal and prevent you from connecting



# How to: Test and Restart WiFi

## Check if the Wi-Fi signal is blocked

- ✓ Put your router in a central location, as close to the router as possible
- ✓ Make sure there are no obstacles covering your router
- ✓ Thick walls can also reduce the Wi-Fi signal and prevent you from connecting
- ✓ Check for devices that may interfere with Wi-Fi signal, such as cordless phones, microwaves, and Bluetooth speaker.
- ✓ Temporarily turn off those devices and connect to your Wi-Fi again



# How to: Clean White Porcelain

## Checklist Description

This checklist provides step-by-step instructions for how to clean white porcelain.

## Steps

- ✓ Pat the sink down with a wet cloth until it's slightly damp
- ✓ Sprinkle baking soda into the basin
- ✓ Sprinkle a few drops of hydrogen peroxide onto the baking soda
- ✓ Scrub using a sponge or brush
- ✓ Wash the mixture down the drain



# Safety: Disinfection Protocols

## Checklist Description

This learning module provides info about how to disinfect various surfaces.

## Disinfecting Hard Surfaces

- ✓ Thoroughly soak a fresh cloth in detergent.
- ✓ Begin wiping surfaces systematically, ensuring the surface is thoroughly wet.
- ✓ Wait the necessary “dwell” time according to the product label.



# Safety: Disinfection Protocols

## Sanitizing Soft Surfaces

- ✓ Use a color-safe spray to sanitize soft surfaces such as furniture, curtains, and decorative pillows.

## High-Touch Areas

- ✓ Disinfect high-touch areas such as light switches, door handles, keys, and amenities.



# Safety: Disinfection Protocols

## Disinfecting Electronics and Touch-pads

- ✓ Disinfect phones and electronics with touch-pads using a cleaning cloth with soap and water, a disinfectant spray, or disinfectant wipes.
- ✓ Be careful not to saturate electronics. Don't let liquid get into charging or connecting ports.
- ✓ For electronics with crevices such as remote controls, use a Q-tip soaked in disinfectant or wrapped in a disinfectant wipe.



# Safety: Disinfection Protocols

## Sanitizing Kitchenware

- ✓ All dinnerware, glassware, utensils, and cookware should be sanitized in the dishwasher, including items from cupboards since guests may have touched and infected them.

## Sanitizing Bedding & Towels: Collection

- ✓ Wear gloves before handling soiled linen.
- ✓ Don't shake dirty laundry.
- ✓ Never carry soiled linen against your body.
- ✓ Carefully roll up soiled linen.





# Safety: Disinfection Protocols

## Sanitizing Bedding & Towels: Collection

- ✓ Put linens in a leakproof container.
- ✓ Don't overfill reusable linen bags.
- ✓ Tie reusable linen bags for transport.



# Safety: Disinfection Protocols

## Sanitizing Bedding & Towels: Laundering

- ✓ When possible, use commercial laundry facilities to reach the water temperature necessary to kill microbes.
- ✓ If you don't have access to commercial facilities, sanitize linens by using color-safe bleach or oxygen bleach.
- ✓ Use the sanitize setting on your dryer.
- ✓ Don't overfill machines. Don't use dryer sheets.

