



GuestBook

The ultimate cleaning and supply checklist for cleaners and your property

Great hospitality makes profitable hosts

GuestBook is the only vacation rental, hospitality and property management software that empowers hosts to better manage their properties and reservations, supports turnover and maintenance operations, and provides your guests with a world-class experience, in a fully integrated solution.

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General Cleaning

- ☐ Vacuum all rugs
- ☐ Mop all floors.
- ☐ Dust and clean surfaces.
- ☐ Wipe window interiors.
- ☐ Dust all curtains
- ☐ Clean under any furniture
- ☐ Clean / Sanitize all upholstered furniture
- ☐ Clean under all sofa pillows
- ☐ Take out trash and recycling.
- ☐ De-clutter and organize shelves and storage areas
- ☐ Check remote controls to make sure they work and wipe off with antibacterial wipes.
- ☐ Check and re-fill candy boxes and snacks as needed
- ☐ If you provide in-unit laundry, check and clean the lint filter on the dryer

SUGGESTIONS:

Use anti-allergen Febreze to prevent odor issues. Do a deep cleaning once or twice per year. To sanitize and keep your place fresh. Leave some neutral smelling air fresheners in inconspicuous places.

Polish off, buff, wipe until dry and shiny, all surfaces that reflect light. Something can be clean enough to put in a baby's mouth but if it has spots or streaks it's going to look dirty.

Periodically baseboards should be washed, curtains taken down and washed, ceiling fan dusted and light fixture washed, carpet shampooed, walls washed, paint touched up. Remember to change batteries in smoke alarms, remotes, clocks, anything battery operated periodically so that you don't get messaged in the middle of the night about it.

IMPORTANT: Take pictures after each cleaning. Or have your cleaning professional take pictures and send them to you if you're not on site. A couple of pictures of each room will serve as good before pictures if anything happens with your guest and provide you with evidence of how things looked before they arrived. That can often times help you with any claim you may need to make. It will also help you verify that your place was cleaned to standards so you know what your guests are coming in to and if your cleaning professional is representing you well.

Kitchen

- ☐ Wipe all appliances and cabinets.
- ☐ Clean microwave interior and exterior.
- ☐ Clean coffee maker (if you provide one)
- ☐ Clean sinks & faucets
- ☐ Clean counter- tops, and backsplash.
- ☐ Wash and put away all dishes.
- ☐ Empty and clean your refrigerator.
- ☐ If refrigerator has any type of odor, use an open box of baking soda
- ☐ Organize Cabinets
- ☐ Take out trash and re-line garbage can

SUGGESTIONS:

Setting the table is a nice touch. Even if your guests don't use the dishware. It's a nice visual. Provide paper towels and napkins. If you have a dishwasher, provide dishwasher pods - 3 per reservation. Purchase a coffee machine like a Keurig and provide 3 coffee pods per reservation. As well, provide 3-4 water bottles. You don't have to do full on food shopping for your guests, but a few essentials such as the ones mentioned in this paragraph can go a long way towards providing hospitality and small conveniences for your incoming guests and will certainly reflect on your reviews.

Bathroom

- ☐ Remove rugs/wastebaskets (if you haven't already when vacuuming earlier).
- ☐ Remove everything from tub/shower.
- ☐ Place bath mat in tub/shower
- ☐ Wet tub /shower walls with warm water
- ☐ Apply tile and grout cleaner, allow to sit
- ☐ Spray/clean everything with all-purpose cleaner especially the toilet, vanity, shower/ tub, mirror
- ☐ Fill bucket with $\frac{1}{4}$ cup all-purpose cleaner and water to prep for floor cleaning
- ☐ Stand on bath mat and scrub tub/shower walls and door (use grout brush in-between tiles as needed)
- ☐ Apply tile and grout cleaner to tub/shower floor and scrub
- ☐ Clean shower rack/soap dishes
- ☐ Clean shower track
- ☐ Rinse off walls of tub/shower and dry with cloth
- ☐ Vanity: spray tile and grout cleaner in sink, soap dish
- ☐ Spray counter-top with all-purpose cleaner
- ☐ Scrub sink
- ☐ Use grout brush along faucet and drain
- ☐ Rinse the sink and your rag
- ☐ Wipe the vanity counter-top

Bathroom Continued

- ☐ Wipe down cabinet fronts
- ☐ Clean mirror: spray glass cleaner on soft cloth and buff
- ☐ Shine the faucets
- ☐ Wash the floor with solution in the bucket and allow to dry
- ☐ Replace rugs, bath mat and wastebaskets
- ☐ Clean toilet bowl, both sides of both lids and seat and the handle
- ☐ Re-stock toilet paper to make sure new guests have a fresh roll to start.

SUGGESTIONS:

Use vacuum to suck up any hairs on counter, around base of toilet. Once it's dry run the whole vacuum over the shower floor. Double check to make sure all the hair is out of the drain.

Scrub inside with toilet bowl cleaner and wipe down the toilet exterior including inside and outside of seat and lid. Polish off with microfiber cloth.

Use spray or wipes under the sink on all the surfaces and then wipe them down. Scrub and polish off the chrome handles in shower head, sink, toilet and mirror. Use magic eraser sponges and microfiber cloths for this.

Bedroom

- ☐ Wash and dry all sheets
- ☐ Wash all, bed covers and shams
- ☐ Fold towels and washcloth and leave on bed with chocolate
- ☐ Lint roller linens after they go back on the bed
- ☐ Dust and vacuum
- ☐ Use canned air on small crevices that the dust cloths don't reach, then dust
- ☐ Don't forget tops of pictures, TV, closet shelves
- ☐ Check mirror and clean if needed
- ☐ Check drawers under bed to see if any dust bunnies need to be vacuumed
- ☐ Change pillow cases sheets and duvet cover every single time
- ☐ Check the condition of pillow and mattress protection covers (Sanitary)

SUGGESTIONS:

Leave a chocolate on the bed, or a standardized welcome card, letting the incoming guests know that the sheets are clean.

Keep at least 3 sets of sheets, pillow cases and any type of bed coverings like Duvet covers and blankets. That will allow you to easily rotate in new sheets and bedding for each guest. 1 set will be on the bed, one set will be in the closet or storage and the other set will be in getting laundered and sanitized. If you have more than one bed and they're the same size bed, then you only need 5 sets. One for each bed, one replacement set in the closet / storage and two sets being laundered. You'll never have to scramble to wash your bedding, you have extra bedding for situations that may arise and it will be easy to replace new sets as they swap in.

Your home or apartment should be equipped to make your guests stay as easy and pleasant as possible. This is the way to get good reviews and repeat business on sites like Airbnb and VRBO. You should, for example, provide:

Supplies

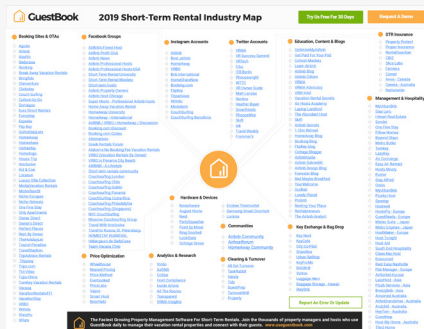
- ☐ Clean towels and linens - at least two towels, hand towels, and washcloths per guest
- ☐ Extra blankets
- ☐ An ironing board and iron
- ☐ Dishes, silverware, and pots and pans sufficient for the maximum number of guests you host
- ☐ A microwave oven
- ☐ Potholders
- ☐ Coffee maker, teapot, and toaster
- ☐ Basic seasonings and food items like sugar, salt, butter
- ☐ Cleaning supplies including hand soap, dish-washing liquid, carpet cleaner, All-purpose cleaners, bleach, and disinfectant
- ☐ Basic toiletries like toilet paper, paper towels, and tissues
- ☐ A first-aid kit
- ☐ A fire extinguisher
- ☐ Functioning smoke detectors
- ☐ All remotes necessary to operate the television and other devices
- ☐ Trash can liners
- ☐ Fans
- ☐ Pillow protectors and mattress pads, and
- ☐ Extra light bulbs

Most guests will expect to have access to the Internet. If this is not available, make sure your guests are aware of it before they rent with you. Although not absolutely necessary, there are lots of other things you can provide your guests to make their stay more pleasant—for example:

- ☐ **Food in the refrigerator and cupboard, such as coffee, milk, juice, or cereal**
- ☐ **A Netflix account that guests can watch on your TV if they get tired of sight seeing**
- ☐ **Playing cards and other games**
- ☐ **If you're near the beach or have a pool, beach towels and chairs**
- ☐ **Guidebooks and maps to the area**
- ☐ **A hair dryer**

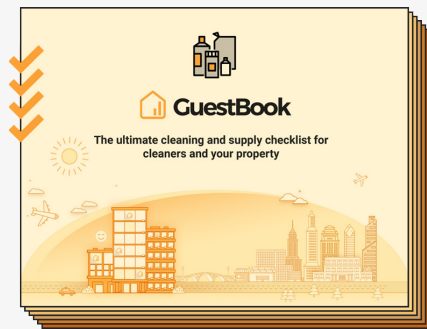
Some hosts get creative and leave goodies for their guests like bottles of wine, chocolate, fresh fruit, or local delicacies.

More Great Resources



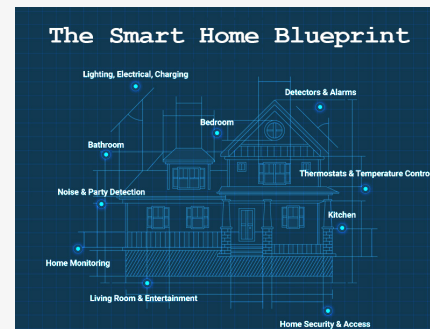
The 2019 Short-Term Rental Industry Map

GuestBook has updated our 3rd annual short-term rental industry map with the most up to date look at the industry. 13 Categories, 248 Live Links Including: Booking Sites, Instagram Accounts, Twitter Accounts Industry Blogs, Facebook Groups, Services and more...



The Ultimate Cleaning Checklist

Stop getting bad reviews about your cleaning. This fully loaded check list will ensure that you get a consistent and thorough clean every single time. All rooms, 56 cleaning items, 26 supply suggestions.



The Connected Smart Home Blueprint

There are thousands of smart devices out there these days. Choosing the right combination of products for your rental can be challenging. However, the right selection can give you the freedom to move about your life.



The Perfect Welcome Letter Template

A simple, informative and welcoming letter and / or email could make all the difference to a first-time guest. Let them know you're expecting them and give them all the rules and instructions for your property.



Global Short-Term Rental Regulations

Want to know which countries, states, cities and local municipalities have short-term rental regulations?

Use our interactive map to zoom in on any area around the world where a pin is located and click on it to learn more about a specific location and local news updates. This map updates regularly.



Case Study: How Susan Bisnoff from HostyMosty uses GuestBook to run her property management business.

Introducing HostyMosty, a full service vacation property management company. HostyMosty takes the pressure off busy people like you to manage the multiple bookings that you should anticipate.