

Guest Room Turndown Service

Department: Housekeeping | Category: Guest Experience | Standard: Forbes Five-Star / LQA-aligned

SOP Ref: HK-014

Effective Date: 01 Jan 2026

Revision: 02

Owner: Director of Housekeeping

1. Purpose

This procedure defines the standard for delivering an evening turndown service that meets Forbes Five-Star and LQA benchmark expectations. It ensures every occupied room receives a consistent, discreet, and guest-personalized reset regardless of which team member is on shift, protecting the property's rating exposure on this specific standard.

2. Scope

Applies to all occupied guest rooms and suites across the property, daily between 18:00 and 21:00 local time, or according to the individual guest's stated preference recorded in the PMS profile. Excludes day-use rooms and rooms flagged Do Not Disturb at time of scheduled service.

3. Roles & Responsibilities

Room Attendant:

Executes the turndown sequence per Section 6 and logs completion in the PMS within the required window.

Floor Supervisor:

Spot-checks a minimum of 20% of turned-down rooms nightly against the Quality Standard in Section 7.

Director of Housekeeping:

Owns this SOP, reviews quarterly, and is accountable for the department's LQA turndown score.

4. Required Materials & Tools

- Turndown trolley stocked with fresh linen, seasonal amenity, and turndown card stock
- PMS handheld device for guest preference lookup and service logging
- Standard amenity kit (water, slippers, seasonal treat) per current F&B specification
- Visual reference card (laminated) showing correct linen fold and bathroom reset layout

5. Pre-Service Checklist

- 5.1 Review guest preference profile: DND status, allergy notes, VIP or repeat-guest flag, prior special requests
- 5.2 Confirm room occupancy status as 'occupied' in PMS before approaching
- 5.3 Verify trolley stock matches expected room count for the assigned section

6. Procedure

- 6.1 Knock twice and announce "Housekeeping — Turndown Service" clearly in both Arabic and English. Wait a minimum of 10 seconds before entry.
- 6.2 If no response and DND is not active, enter and announce presence again upon entry before proceeding.
- 6.3 Fold top bed linen into a 45-degree diagonal on the side nearest the nightstand; remove and store decorative pillows per the visual reference standard.

- 6.4 Draw all curtains fully; set ambient room lighting to approximately 30% and activate the bedside reading lamp only — no overhead lighting left on.
- 6.5 Replace consumed amenities (still and sparkling water, slippers if used) and place the turndown card with the current seasonal treat on the pillow.
- 6.6 Reset the bathroom: fresh hand and bath towels folded to standard, robe repositioned, all amenities realigned to the grid template with labels facing forward.
- 6.7 Empty visible trash and straighten any guest items without relocating personal belongings.
- 6.8 Complete a final visual walk-through against the reference card before exiting.
- 6.9 Log the completion timestamp and any guest-specific notes (e.g., item requested, issue observed) in the PMS immediately after exiting.

7. Quality Standard

- Zero guest-audible entry or disturbance; discretion maintained throughout the visit.
- Room reset matches the visual reference grid exactly — no deviation on linen fold, lighting level, or amenity placement.
- Service window of 8 minutes per room met on 95%+ of rooms, verified via PMS timestamp audit.
- No missed rooms on the nightly turndown list without a logged, approved exception (e.g., DND, guest declined).

8. Safety & Compliance Notes

Room Attendants must follow property lone-worker protocol when entering occupied rooms after hours. Any hazard observed (spill, exposed wiring, unsafe furniture arrangement) must be reported to the Floor Supervisor immediately and logged in the incident system — do not attempt repair.

9. Escalation & Non-Compliance

Missed or non-standard turndowns identified during Floor Supervisor spot-checks are logged and reviewed weekly. Three or more deviations by the same team member within a 30-day period trigger a documented retraining session per the department's Training & Development SOP.

10. Related Documents

- HK-003 — Room Attendant Daily Cleaning Standard
- HK-021 — Guest Preference Profile Management
- TR-005 — Housekeeping Onboarding & Certification Checklist

11. Revision History

Rev.	Date	Change Summary
01	15 Jun 2025	Initial issue
02	01 Jan 2026	Added bilingual announcement requirement; updated amenity spec reference

12. Sign-Off

Prepared by — Director of Housekeeping

Approved by — General Manager