



## It's hard work...

Part of the fun of going on vacation is not having to cook or clean the place for a while 😊. Nevertheless, somebody must take care of it. This is why I always leave a decent tip to hotel housekeepers. Not only do they do the hotel's hard work, but contrary to waiters who systematically get tips, housekeepers are often forgotten, the 'invisible' face behind our comfort.

### How long does it take to clean a hotel room? <sup>1,2,3,4,5,6</sup>

Housekeeping is a cornerstone of guest satisfaction (85% of guests cite cleanliness as their focus when reading reviews). A hotel room can play

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<sup>1</sup> <https://hotelchantelle.com/how-long-does-it-take-to-clean-a-hotel-room/>

<sup>2</sup> <https://www.allianceonline.co.uk/blog/2019/06/hotel-housekeeping-101-tips-tricks-for-clean-hotel-rooms/#:~:text=It%20takes%20roughly%2045%20minutes,turn%2Ddown%20service%20is%20needed>

<sup>3</sup> <https://www.linkedin.com/pulse/hotel-housekeeping-efficiency-how-long-does-take-room-daniel-cd04f/>

<sup>4</sup> <https://www.indeed.com/career/hotel-housekeeper>

<sup>5</sup> <https://www.aarp.org/travel/travel-tips/lodging/info-2023/daily-hotel-housekeeping-post-pandemic.html#:~:text=Daily%20room%20cleaning%20only%20comes,company%20for%20the%20hotel%20industry.>

<sup>6</sup> <https://www.littlehotelier.com/blog/trends-guides/hotel-housekeeping-complete-guide/>

host to hundreds of different guests each year, so it falls to housekeepers to ensure that there is no evidence of previous occupants.

On average, it takes 20-30 minutes to clean a standard room. This includes making the bed, dusting surfaces, vacuuming or mopping the floor, cleaning the bathroom, restocking amenities and ensuring that everything is in its place.

Many factors can increase the time needed to clean a room:

- Frequency of cleaning - if a housekeeper cleans a room daily, it will take less time and effort than if the cleaning occurs weekly.
- Number of housekeepers - if the hotel is understaffed, it may take longer to clean each room, resulting in delays in preparing rooms for new guests.
- Room size - larger rooms (like suites) take more time to clean.
- Amenities and Features - rooms with additional amenities like Jacuzzis demand extra attention.
- Mess left by previous guest – if a guest leaves dirty dishes, trash, or stains on the furniture or carpet it will take longer to get the room clean.
- Need for maintenance fixes - a broken light or air conditioner can extend the cleaning time as housekeepers may need to coordinate with maintenance personnel or fix minor issues themselves.

### **Number of rooms cleaned per housekeeper<sup>7</sup>**

On average, over the course of a typical eight-hour shift, a housekeeper will clean between 10 and 15 rooms. At some hotels, they'll clean as many as 30.

Industry recommendations suggest that for every 10 rooms in a three-star hotel the number of housekeepers needed is eight, in a four-star hotel it is twelve, and in a five-star hotel, twenty. Ultimately, the housekeeping team size depends on operational needs, brand and quality standards, as well as budget.

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<sup>7</sup> <https://www.xenia.team/articles/housekeeping-operations-management-guide-checklists>

## Living dangerously<sup>8,9</sup>

Housekeeping is among the toughest jobs in the hospitality industry. The International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers Associations (IUFA) says that housekeepers have a 40% higher risk of injury than those working in any other type of service profession.

In a survey of more than 600 hotel housekeepers in the U.S. and Canada, 91% said they had suffered work-related pain. Of those, 77% said their pain interfered with routine activities. Two out of every three workers visited their doctor to deal with workplace pain and 66% took pain medication to get through their daily work.

## Weird stories<sup>10,11,12</sup>

On a lighter note, hotel housekeepers often come across weird things during their shift. Below are a few examples 😊!

- Housekeepers for a big hotel chain in London reported that there was one regular guest who used to always leave a single, whole intact raw egg in their bed when they checked out. Nobody ever figured out why or where they got that single egg in the middle of central London...
- Drew Barrymore (a famous actress) stayed at a hotel in Great Britain. A man who was a guest at the same hotel came to the manager asking to buy the toilet seat from Drew's room and all the unwashed sheets and towels. The man was willing to pay £2000. The manager refused and the man sent a complaint to the head office to report the manager!

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<sup>8</sup> <https://www.ohiocompensationlawyer.com/blog/2023/02/why-hotel-housekeeping-is-one-of-the-most-dangerous-service-jobs/>

<sup>9</sup> <https://unitehere.org/wp-content/uploads/HousekeepingDangerous.pdf>

<sup>10</sup> <https://cheezburger.com/9386501/weird-things-housekeepers-and-hotel-guests-walked-in-on>

<sup>11</sup> <https://homeaddict.io/housekeepers-share-the-strangest-experiences-they-had-with-guests/>

<sup>12</sup> <https://www.ranker.com/list/weirdest-objects-found-by-housekeepers-hotels/kendall-kroll>

- A family spent 3 days at the Hampton Inn. When the housekeeper got the notice that they had checked out and it was time to clean up the room, she discovered that it was spotless! The guests obviously knew their cleaning because the bedsheets were tight and folded to hotel standards. The housekeeper talked to the hotel receptionist about it and the guests had also "borrowed a vacuum"! Simply amazing...

Hotel housekeepers have a hard job and definitively deserve a reward for keeping hotel rooms clean and comfy. While they used to get cash tips in paper envelopes, fewer and fewer guests still carry cash on them. This is why adopting an electronic tipping solution like **Tip&Go** makes a lot of sense as it allows guests to easily tip staff, and employees to receive their rewards quickly and safely.

**Tip&Go: the face behind your comfort!**

**Francis Léonard, CEO**

**TIP&GO®**

**Clip:** <https://www.youtube.com/watch?v=ZZ75L0Xplb0>

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