

CHECKLIST

Organise final cleaning

1. PRICING & COMMUNICATION

- ☐ Is the price for final cleaning transparent and clearly stated?
Is it included in the total price OR listed as a separate fee – clearly visible to guests?
- ☐ Have the costs been calculated realistically?
- ☐ Is the cleaning effort communicated fairly and appreciatively?
➤ Tip: Formulate cleaning as a service for the guest.

2. ORGANISATION AND CLEANING PROCEDURE

- ☐ Is there a clearly structured cleaning plan for guest changes?
- ☐ Is there a system for regularly procuring cleaning products and fresh linen?
➤ E.g. shopping list, stock control, delivery services
- ☐ Is cleaning checked randomly after external use?
➤ Particularly important for high booking frequency or changing service providers
- ☐ Are emergency measures in place if guests report deficiencies (e.g. additional cleaning, compensation)?
- ☐ Is the cleaning documented (e.g. through photos, reports, invoices for tax purposes)?

3. INFORMATION FOR GUESTS ON DEPARTURE

- ☐ Is there a short, easy-to-understand departure checklist?
➤ e.g. dispose of rubbish, wash dishes, close windows
- ☐ Are check-out times and procedures clearly communicated – digitally or on site?
- ☐ Is the departure information available as a printout or QR code in the holiday home?
➤ Optional: versions in different languages for international guests

4. PRACTICAL PROFESSIONAL TIPS FOR MANAGING YOUR GUESTS

- ☐ Do you request before and after photos when using external cleaning services?
➤ Useful for quality assurance and in the event of a dispute.
- ☐ Do you regularly analyse guest reviews regarding cleanliness?
➤ Identify early on whether cleaning standards are declining
- ☐ Do you occasionally check the holiday home by staying there yourself or sending someone else to do so?
- ☐ Do you consider seasonal factors?
➤ e.g. pollen in spring, sand in summer, leaves in autumn, snow residue in winter
➤ Activate reminders via calendar or app

