

5 Essential Housekeeping Tips for Unmatched Guest Satisfaction and Success

Thank you for joining today's ELEVATE session. This document provides additional recommendations by the panelists to deliver superior cleans and happy teams.

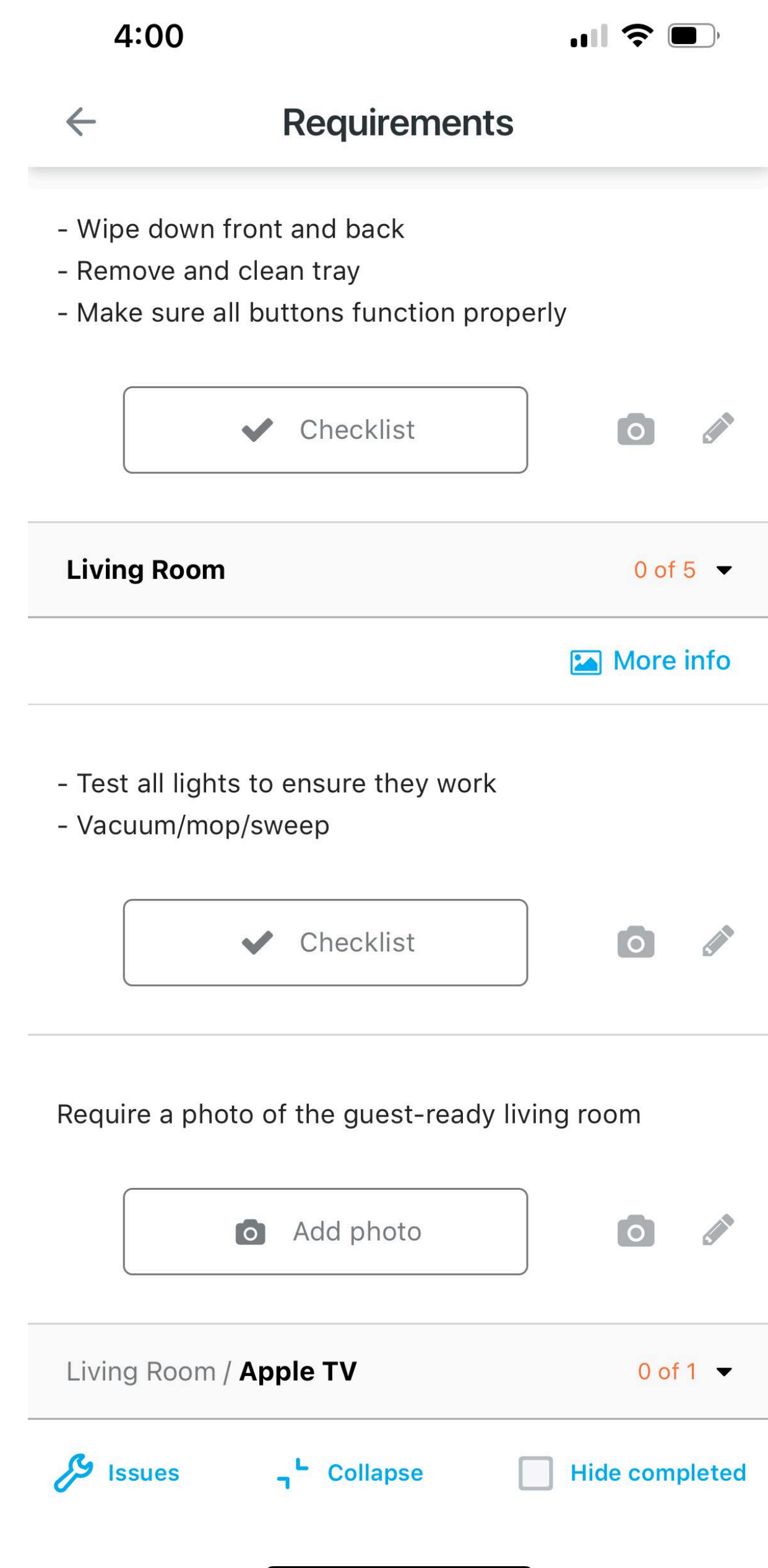


1 A Picture is worth a thousand words

Have your cleaner take photos of how they leave each room. This can serve as a great way to engage with guests should any issues arise. Breezeway enables you to [associate photos with the property](#) to clearly indicate how it should be set-up and [require cleaners to take new photos](#) during every job.

PRO TIP

Have your cleaners take photos of the property BEFORE any work has been done. This shows that the home was used and will serve as documentation for any guest damage claims.



2 The 15-minute rule

When inspectors enter a property and an issue is found, have them document it for training purposes, but if resolution will take less than 15-minutes, the inspector should complete it. If the work requires more than 15 minutes, a callback is recommended. Often, the work can be corrected faster by the inspector in property than it will take a cleaner to return.

PRO TIP

Regularly analyze the number of cleans completed by a cleaner to the number of callbacks. Tracking this percentage is an effective measurement of performance and can help with assigning homes to cleaners.

