

AH&LA Responds to Recent Isolated Hotel Cleanliness Incidents

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Industry Association Offers Resources to Uphold Existing Housekeeping Standards

Recent reports have publicized isolated incidents of housekeepers' unsanitary guestroom glass cleaning actions. Noting the isolated nature of these occurrences, the American Hotel & Lodging Association (AH&LA) has advised its members to evaluate existing cleanliness procedures and implementation practices to ensure that similar instances do not occur. Federal law requires all properties to develop and implement their own stringent cleanliness standards, an important initiative AH&LA supports by offering various training resources via its Educational Institute (EI).

'As the third-largest industry in the United States, the hospitality community provides accommodations for more than 3 million guests a night and makes the goal of providing clean, comfortable environment for these guests its top priority,' said AH&LA President/CEO Joseph A. McNerney, CHA. 'AH&LA encourages the entire hotel community to continually evaluate existing housekeeping policies and practices as a precautionary measure. Though the association is not empowered to set industry standards, our Educational Institute offers diverse information and products for hoteliers to take the necessary precautions in devising their own policies.'

Offering more than 325 diverse training resources for hoteliers, the following is a sample of EI's recommendations for effective glassware cleaning procedures in its Housekeeping: Quality Guestroom Cleaning training video:

Remove used glassware,

Never wipe out glasses or covers and reuse them,

Glassware must be washed and sanitized through a dishwasher to meet sanitation codes and ensure guest safety,

Place clean glasses and glassware caps in the bathroom or the assigned location. To maintain sanitation, always handle clean glassware as little as possible, and always touch it on the outside.

This video shows the latest systematic cleaning methods, combining safety, speed, economy, and thoroughness, and offers time and money-saving systems for cleaning the bathroom, tips on efficient use of cleaning products, and more. As with all EI products, available for purchase on the AH&LA website, the purpose is to suggest policies established at properties in conjunctions with national brand standards and state and local laws. While these recommendations serve as the basis for cleanliness standards of many properties and hotel companies, AH&LA does not have regulatory power over operating practices of individual hotels.

Additionally, McNerney is available for interviews on this subject, drawing on more than 45 years of industry experience. To schedule an interview with McNerney, please contact Jessica Soklow at jsoklow@ahla.com or (202) 289-3153. For more information on AH&LA and official statements on various hotel cleanliness issues, please visit www.ahla.com/news_press_room.asp.

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