

■ Your Total Clean

Airbnb Owner & Training Checklist

We teach cleaners not just how to clean, but how to think — building judgment, consistency, and guest awareness.

1. Report Damage, Personal Items, or Excessive Dirtiness

Purpose: Protect the owner and prevent disputes. Think: 'Could this affect safety, function, or the guest's experience?' Only document issues (damage, stains, or left items). Take clear photos or short videos and message leadership with details before proceeding.

2. Laundry Strategy — Towels First, Then Bedding

Purpose: Meet checkout deadlines efficiently. Start towels first to allow partial air dry with fans while bedding cycles. Treat stains immediately; double-bag heavily soiled items. Clean lint trap each load. Prioritize bedding next for staging.

3. Surface Cleaning by Type — Cleanest to Dirtiest, Top to Bottom

Purpose: Prevent rework and cross-contamination. Think: order matters — top to bottom, cleanest to dirtiest. Use color-coded system: Blue (glass), Yellow (all-purpose), White (bleach for TTSS), Grey (stainless). Never mix chemicals or reuse rags across zones.

4. Trash & Odor Control — Remove, Replace, Review

Purpose: Eliminate odors and hidden trash. Think: if you can smell it, guests will mention it. Check hidden areas, replace liners, wipe bin rims, and double-bag leaky trash. Crack windows briefly for airflow.

5. Kitchen Reset — Food-Safe, Photo-Ready, Guest-Intuitive

Purpose: Kitchens define cleanliness. Sanitize, then stage. Wash dishes, clean coffee makers and small appliances, wipe counters and handles. Restock coffee, tea, and snacks neatly, facing labels forward.

6. Bathroom Reset — Sanitize, De-Hair, De-Streak

Purpose: Bathrooms reflect quality. Think: hair and water marks ruin perception. Let bleach dwell 2–3 min, rinse touch points, polish mirrors, and dry surfaces completely. Restock toiletries and fold towels neatly.

7. Bedroom Reset — Sleep Experience Engineering

Purpose: The bed sells the review. Think: guest perception starts here. Make hotel-style bed, center pillows, check under furniture, confirm lamps work, and mist lightly with fabric refresher.

8. Floors — Edges First, Exit Last

Purpose: Floors show shortcuts. Think: vacuum edges first, mop last toward exit. Replace mop water when dirty and inspect under light for streaks or lint before leaving.

9. Final Verification — Guest POV + Owner Standards

Purpose: Ensure the home tells the right story. Walk through like a guest: check lighting, thermostat, blinds, and décor alignment. Scent should be clean-neutral, not perfumed. Fix anything that catches your eye.

10. Live Video Checkout — Real-Time Signoff

Purpose: Create accountability and partnership. Conduct a FaceTime walk-through with management. Address minor fixes live and ensure the unit meets brand standards before departure.

■ Training Lens: We teach sequence, safety, and guest perception. Our guiding rule — if you can feel it, the guest can see it. Excellence is proactive.

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