

# Hamмам Team – Closing & Cleaning Flow

## Guest Interaction

- 1 Thank the guest and recap the ritual and ingredients used.
- 2 If the guest is happy, say 'see you soon'; note any concerns and alert the manager.
- 3 For defects, capture photo + code (HAM\_05) + short note and send via WhatsApp/Slack.

## Defect & Damage Reporting

- 1 Small cracks/spills: cordon the area, document with a photo, inform maintenance promptly.
- 2 Pool/jacuzzi alerts: shut the system, log a maintenance request, and prepare an alternate room.
- 3 Water/heating regulator fault: call the technician, log it, and offer a backup room.

## Detailed Cleaning Rounds

- 1 Round 1: Clean the steam room glass, stone benches, textured walls, and rope doors.
- 2 Round 2: Dry any liquids, then wipe the floor with certified disinfectant.
- 3 Round 3: Sanitize pool edges, showers, towel trays, accessories with antiseptic.
- 4 Round 4: Check the air purifier and aroma diffuser; refresh plants with fresh water.
- 5 Round 5: Apply 'cleaning complete' tag and log notes in the digital form.

## Resources & Sustainability

- 1 Record chemicals + amounts to avoid wrong mixtures.
- 2 Put soiled textiles into red bags before sending to laundry.
- 3 Ventilate after lights/water are off; keep doors closed until the next guest arrives.

Hamмам Cleaning v1.0 | Run QA Tests weekly | SafeNote + checklist reminders.