



# I LOVE VACATIONS

## Standard Property Appearance

# 2023

This document sets the standard for all our teams from housekeeping, reservations, guest and owner experience, business development, to maintenance and inspection. This is the standard "product" that we are all working toward.

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# General Instructions



## BEDS

Standard appearance, see photos  
Lint roll all bedding while making beds  
Check under and behind beds for crumbs, dust, etc

## AMENITIES

Standard location and appearance, see pg 42

## SOFA SLEEPER SHEETS

Standard location & instruction sign, see pg 27

## THOROUGHNESS - "FOLLOW THE WALL"

Check under beds, sofas, cushions, furniture, etc.  
Every room and every corner must be checked!  
Report findings on Breezeway

## LIGHTS

Lamps and low lights on for guest arrival

## MUSIC

Lounge music on for guest arrival (if system available)

## CURTAINS AND DRAPES

Open to views for guest arrival (if available)

## QR CODE & WELCOME MANUAL

T-stand and welcome book standard location and appearance upon entry, see pg 48

## SWAG KIT

I Love Vacations mug with swag, see pg 49

## GARAGE OPENERS

Standard location by T-stand and welcome book

## POOL PASSES

Standard location by T-stand and welcome book

## PARKING PASSES

Standard location by T-stand and welcome book

## TV/AV INSTRUCTIONS

Standard location by remote controls, see pg 37

## GRILL

Aluminum foil under grates for easy clean up

## BASIC KITCHEN UTENSILS

Inventory list with pictures in Breezeway

# Linens & Amenities PAR

LINENS/AMENITIES	PAR
BODY TOWELS	2 PER OCCUPANT
HOT TUB/POOL TOWELS	1 PER OCCUPANT
FACE TOWELS	1 PER OCCUPANT
HAND TOWELS	2 PER BATHROOM
FLOOR MATS	2 PER BATHROOM
MAKE UP TOWELS	2 PER BATHROOM
PILLOWS	2 PER OCCUPANT
TOILET PAPER	1 + 1 SPARE
PAPER TOWELS	1 + 1 SPARE
LAUNDRY DETERGENT	1 FULL ILV CUP
BOUNCE SHEETS	1 BOX
DISHWATER DETERGENT	1 FULL ILV CUP/BULK BOTTLE
SPONGE	1 BRAND NEW
TRASH BAGS	1+3 SPARE
BODY SOAP	BULK AMENITY
HAND SOAP	BULK AMENITY
DISH SOAP	BULK AMENITY
SHAMPOO	BULK AMENITY
CONDITIONER	BULK AMENITY
BODY LOTION	BULK AMENITY
*KEURIG PODS	1 PER OCCUPANT

*\*territory specific*

# Housekeeping Checklists (English)



# Kitchen

- ✓ CLEAN DINING ROOM AND CHAIRS
- ✓ CLEAN COUNTERTOPS AND TABLES
- ✓ CLEAN OVEN, STOVE, MICROWAVE
- ✓ REFRIGERATOR AND FREEZER INSIDE & OUT
- ✓ THROW FOOD FROM THE FRIDGE - CAN LEAVE CONDIMENTS
- ✓ PULL ICE FROM THE FREEZER; EMPTY ICE TRAYS
- ✓ LEAVE THE DISHWASHER CLEAN AND EMPTY
- ✓ CLEAN COFFEE MAKER - IN KEURIG'S REMOVE USED POD & \*LEAVE NEW PODS (*USUALLY JOB OF INSPECTOR, \*TERRITORY SPECIFIC*)
- ✓ VACUUM ALL CARPETS/RUGS & MOP ALL FLOORS



- ✓ CLEAN THE SINK
- ✓ CHECK GARBAGE DISPOSAL
- ✓ LEAVE A NEW SPONGE AND PODS FOR THE DISHWASHER
- ✓ LEAVE A ROLL OF PAPER PLUS ONE EXTRA (*ONLY USE ONE IN SEDONA*)
- ✓ REFILL DISH SOAP
- ✓ TAKE OUT THE GARBAGE, CLEAN THE TRASH, & PUT A NEW BAG IN
- ✓ LEAVE 5 TRASH BAGS UNDER THE SINK
- ✓ CHECK DRAWERS
- ✓ CHECK IF PANS ARE WELL WASHED
- ✓ CHECK IF UTENSILS & PLATES ARE CLEAN
- ✓ CLEAN CABINET & DRAWER FRONTS
- ✓ LEAVE 4 DISH TOWELS FOR GUESTS



# Bedrooms

- ✔ DUST FURNITURE
- ✔ CHECK DRAWERS & CLEAN IF NECESSARY
- ✔ CLEAN REMOTE CONTROLS & LIGHT SWITCHES
- ✔ CLEAN FLOORS & UNDER BEDS
- ✔ CHECK CLOSETS
- ✔ EXTRA BLANKETS & PILLOWS IN CLOSETS ARE CLEAN & ORGANIZED
- ✔ VACUUM ALL CARPETS/RUGS & MOP ALL FLOORS



- ✔ CHECK HAMPER *(IF APPLICABLE)*
- ✔ PUT CLEAN SHEETS ON BED(S)
- ✔ USE LINT ROLLERS ON SHEETS
- ✔ LEAVE FOLDED TOWELS ON TOP OF THE BED
- ✔ CHECK DUVETS, QUILTS & BLANKETS
- ✔ WASH COVERS (WHEN NEEDED) OR REQUEST TO BE TAKEN TO THE LAUNDRY
- ✔ EMPTY GARBAGE CAN *(IF APPLICABLE)*



# Bathrooms

- ✓ CLEAN THE TOILET AND CLOSE THE LID
- ✓ CLEAN SHOWER/TUB AND DRAINS (*REMOVE DRAIN IF NECESSARY*)
- ✓ CLEAN THE SINKS
- ✓ CLEAN COUNTERS
- ✓ CLEAN MIRRORS
- ✓ CLEAN LIGHT SWITCHES
- ✓ WASH RUGS, IF NECESSARY
- ✓ VACUUM ALL CARPETS/RUGS & MOP ALL FLOORS



- ✓ TAKE OUT THE GARBAGE, CLEAN THE GARBAGE BIN, & PUT A NEW BAG
- ✓ CLEAN THE FLOOR
- ✓ CHECK DRAWERS, CLEAN INSIDE & THE FRONTS OF DRAWERS/CABINETS
- ✓ REFILL AMENITIES
- ✓ REPLACE TOILET PAPER ROLL (IF MORE THAN HALF USED) & LEAVE 2 EXTRA
- ✓ PUT CLEAN TOWELS





# Living Room

- ✓ DUST FURNITURE
- ✓ CLEAN REMOTE CONTROLS & LIGHT SWITCHES
- ✓ CHECK ARMCHAIRS AND CLEAN BETWEEN CUSHIONS
- ✓ CLEAN THE FLOOR
- ✓ VACUUM CARPETS
- ✓ CHECK SLEEPER SOFA. MAKE SURE IT IS CLEAN/NO DIRTY SHEETS
- ✓ VACUUM ALL CARPETS/RUGS & MOP ALL FLOORS



# Laundry Room



- ✓ LEAVE THE DOOR OF THE WASHING MACHINE OPEN TO DRY
- ✓ CLEAN DRYER LINT WHEN CLOTHES ARE FINISHED
- ✓ FILL "I LOVE VACATIONS" MUG WITH DETERGENT PODS (5)
- ✓ CLEAN FLOOR IN-BETWEEN AND AROUND WASHER/DRYER
- ✓ VACUUM ALL RUGS & MOP ALL FLOORS

# Patio/Deck

- ✔ CLEAN THE GRILL INSIDE AND OUTSIDE
- ✔ CLEAN THE GRILL UTENSILS
- ✔ CLEAN PATIO FURNITURE
- ✔ DUST/ORGANIZE CUSHIONS ON THE OUTDOOR FURNITURE
- ✔ SWEEP/USE LEAF BLOWER TO CLEAR PATIOS & DECKS



# Garage

- ✔ SWEEP THE GARAGE (*MOP, IF NECESSARY*)
- ✔ MAKE SURE GARBAGE / RECYCLING BINS ARE IN ORDER



# Listas de Limpieza (Español)



# Cocina/Comedor



- ✓ LIMPIAR EL COMEDOR - MESA Y SILLAS (SI HAY UN MANTEL, HAY QUE LAVAR)
- ✓ LIMPIAR MESADAS Y MESAS
- ✓ LIMPIAR HORNO, ESTUFA, MICROONDAS
- ✓ LIMPIAR LA HELADERA Y EL FREEZER POR DENTRO Y FUERA
- ✓ TIRA LA COMIDA DE LA HELADERA. SE PUEDE DEJAR CONDIMENTOS
- ✓ TIRAR HIELO DEL FREEZER; VACIAR BANDEJAS DE HIELO
- ✓ DEJAR EL DISHWASHER LIMPIO Y VACIO
- ✓ LIMPIAR CAFETERA; EN LOS KEURIG HAY QUE SACAR EL POD USADO  
\*DEJAR KEURIG PODS NUEVAS - (TRABAJO DEL INSPECTOR, \*ESPECÍFICO DEL TERRITORIO)
- ✓ ASPIRAR ALFOMBRAS Y TRAPEAR LOS PISOS



- ✓ LIMPIAR EL LAVABO
- ✓ CHEQUEAR EL BASURERO (LIMPIAR O SACAR BASURA SI HACE FALTA)
- ✓ DEJAR UNA ESPONJA NUEVA Y PODS PARA EL DISHWASHER O UNA BOTELLA DE DETERGENTE
- ✓ DEJAR UN ROLLO DE PAPEL MAS UNO EXTRA
- ✓ RELLENAR JABÓN PARA LAVAR TRASTES
- ✓ SACAR LA BASURA, LIMPIAR EL TACHO, PONER UNA BOLSA NUEVA
- ✓ DEJAR 5 BOLSAS DEBAJO DEL LAVABO
- ✓ CHEQUEAR CAJONES
- ✓ FIJAR SI SARTENES ESTAN BIEN LAVADOS
- ✓ CHEQUEAR CAJONES, FIJAR SI LOS CUBIERTOS Y PLATOS ESTAN BIEN LAVADOS
- ✓ LIMPIAR LOS FRENTE DE LOS GABINETES Y CAJONES
- ✓ DEJAR 4 TOALLAS PARA LA COCINA

# Habitaciones



- ✓ SACUDIR EL POLVO DE LOS MUEBLES
- ✓ CHEQUEAR CAJONES Y LIMPIAR SI HACE FALTA
- ✓ LIMPIAR CONTROL REMOTOS Y BOTONES PARA LAS LUCES
- ✓ LIMPIAR PISOS Y DEBAJO DAS CAMAS
- ✓ CHEQUEAR ARMARIOS
- ✓ COBIJAS EXTRAS ESTAN LIMPIAS Y DOBLADAS EN EL CLOSET;  
ALMOHADAS EXTRAS ON FUNDAS LIMPIAS EN EL CLOSET
- ✓ ASPIRAR ALFOMBRAS Y TRAPEAR LOS PISOS

- ✓ CHEQUEAR EL CESTO/LA CANASTA; ASEGURAR QUE ESTA VACIO
- ✓ PONER SABANAS LIMPIAS  
PASAR RODILLO DE PELUSA EN LAS SÁBANAS
- ✓ DEJAR TOALLAS DOBLADAS ARRIBA DE LA CAMA
- ✓ CHEQUEAR DUVETS, COLCHAS Y COBIJAS
- ✓ LAVAR COVERS (SI PRECISO) O PEDIR PARA SER LEVADO À LAVANDERIA
- ✓ VACIAR LA BASURA Y LIMPIAR EL TACHO *(SI HAY)*



# Baños

- ✓ LIMPIAR INODORO Y CERRAR LA TAPA
- ✓ LIMPIAR DUCHA/BAÑERA Y DESAGÜES; SACAR DESAGÜE SI NECESSÁRIO, Y DEJARLO ABIERTO
- ✓ LIMPIAR LOS LAVAMANOS, DEJAR EL DRENAJE ABIERTO
- ✓ LIMPIAR MESADAS
- ✓ LIMPIAR ESPEJOS
- ✓ LIMPIAR LOS BOTONES PARA LAS LUCES
- ✓ LAVAR TAPETES, SI HACE FALTA
- ✓ ASPIRAR ALFOMBRAS Y TRAPEAR LOS PISOS



- ✓ SACAR LA BASURA, LIMPIAR EL TACHO DE BASURA, Y PONER UNA BOLSA NUEVA
- ✓ LIMPIAR PISO
- ✓ CHEQUEAR CAJONES Y GABINETES; LIMPIAR POR DENTRO Y POR FUERA
- ✓ ENVOLVER EL CORDON SOBRE EL SECADOR DE PELO
- ✓ RELLENAR LAS BOTELLAS DE JABON, CHAMPU, CREMA, ETC.
- ✓ REEMPLAZAR EL ROLLO DE PAPEL SI QUEDEN MENOS DE LA MITAD; GUARDAR DOS ROLLOS EXTRAS PARA LOS GUESTS
- ✓ PONER TOALLAS LIMPIAS



# Sala de Estar

- ✓ SACUDIR EL POLVO DE TODOS LOS MUEBLES
- ✓ LIMPIAR CONTROL REMOTOS Y BOTONES PARA LAS LUCES
- ✓ CHEQUEAR SILLONES Y LIMPIAR ENTRE COJINES
- ✓ LIMPIAR EL PISO
- ✓ ASPIRAR LAS ALFOMBRAS
- ✓ CHEQUEAR EL SOFA SLEEPER (SI HAY); LIMPIAR SI HACE FALTA Y QUITAR SABANAS SUCIAS
- ✓ ASPIRAR ALFOMBRAS Y TRAPEAR LOS PISOS



# Cuarto de Lavado



- ✓ DEJAR LA PUERTA DE LA LAVARROPA ABIERTA PARA QUE SEQUE
- ✓ LIMPIAR LA PELUSA DE LA SECADORA CUANDO TERMINEN LA ROPA
- ✓ RELLENAR LA TAZA "I LOVE VACATIONS" CON 5 PODS DE JABON
- ✓ LIMPIAR EL PISO ENTRE/SOBRE LA LAVADORA Y LA SECADORA
- ✓ ASPIRAR ALFOMBRAS Y TRAPEAR LOS PISOS

# Patio/Deck

- ✓ LIMPIAR EL ASADOR POR DENTRO Y POR FUERA
- ✓ LIMPIAR LOS UTENSILIOS DE EL ASADOR
- ✓ LIMPIAR MESAS Y MUEBLES
- ✓ ORDENAR Y SACUDIR LOS COJINES EN LOS MUEBLES
- ✓ BARRER/USAR UN SOPLADOR DE HOJAS PARA LIMPIAR PATIOS Y TERRAZAS



# Garaje

- ✓ BARRER EL GARAGE (*MOPEAR SI ES NECESARIO*)
- ✓ ASEGÚRESE DE QUE LOS BASURAS DE BASURA / RECICLAJE ESTÉN EN ORDEN





# Checklist de Limpeza (Portuguese)



# Cozinha



- ☑ LIMPAR A SALA DE JANTAR - MESA E CADEIRAS *(SE HOUVER UMA TOALHA DE MESA, DEVE SER LAVADA)*
  - ☑ LIMPAR BALCÕES E MESAS
  - ☑ LIMPAR FORNO, FOGÃO, MICROONDAS
  - ☑ LIMPAR A GELADEIRA E O CONGELADOR POR DENTRO E POR FORA
  - ☑ JOGAR A COMIDA FORA DA GELADEIRA. VOCÊ PODE DEIXAR CONDIMENTOS
  - ☑ RETIRAR O GELO DO CONGELADOR; BANDEJAS DE GELO VAZIAS
  - ☑ DEIXAR A MÁQUINA DE LAVAR LOUÇA LIMPA E VAZIA
  - ☑ LIMPAR CAFETEIRA. NO KEURIG REMOVA O POD USADO
- \*DEIXAR NOVOS KEURIG PODS - UM POR PESSOA POR NOITE (FUNÇÃO DO INSPECTOR, \*ESPECÍFICO POR TERRITÓRIO)*



- ☑ LIMPAR A PIA
- ☑ VERIFICAR O LIXO *(LIMPAR OU REMOVER O LIXO SE NECESSÁRIO)*
- ☑ DEIXAR UMA NOVA ESPONJA E VAGAS PARA A MÁQUINA DE LAVAR LOUÇA OU UMA GARRAFA DE DETERGENTE
- ☑ DEIXAR UM ROLO DE PAPEL TOALHA MAIS UM EXTRA
- ☑ REPOR SABÃO DE LAVAR LOUÇA
- ☑ TIRAR O LIXO, LIMPAR O LIXO, COLOCAR UM SACO NOVO
- ☑ DEIXAR 5 SACOS DEBAIXO DA PIA
- ☑ VERIFICAR AS GAVETAS, VERIFICAR SE AS PANELAS ESTÃO BEM LAVADAS
- ☑ VERIFICAR AS GAVETAS, VERIFICAR SE OS TALHERES E OS PRATOS ESTÃO BEM LAVADOS
- ☑ LIMPAR PORTAS E GAVETAS DO ARMÁRIO
- ☑ DEIXAR 4 PANOS DE PRATO NA COZINHA

# Quartos de Dormir



- ✓ TIRAR PÓ DA MOBILIA
- ✓ VERIFICAR AS GAVETAS E LIMPE SE NECESSÁRIO
- ✓ LIMPAR CONTROLES REMOTOS E INTERRUPTORES DE LUZ
- ✓ PISOS LIMPOS E DEBAIXO DAS CAMAS
- ✓ VERIFICAR ARMÁRIOS
- ✓ VERIFICAR SE COBERTORES E TRAVESSEIROS EXTRAS ESTÃO LIMPOS E ORGANIZADOS
- ✓ ASPIRAR CARPETES E PASSAR PANO NO CHÃO

- ✓ VERIFICAR CESTO DE ROUPAS *(SE APLICÁVEL)*
- ✓ TROCAR LENÇÓIS
- ✓ PASSAR LINT ROLLER NOS LENÇÓIS
- ✓ DEIXE TOALHAS DOBRADAS EM CIMA DA CAMA
- ✓ VERIFIQUE EDREDÕES E COBERTORES
- ✓ LAVAR AS CAPAS *(1X POR SEMANA)* OU SOLICITAR PARA SER LEVADO À LAVANDERIA
- ✓ ESVAZIAR LIXEIRA *(SE NECESSÁRIO)*



# Banheiros

- ✓ LIMPAR O VASO E FECHAR A TAMPA
- ✓ LIMPAR O CHIVEIRO/BANHEIRA E RALOS, REMOVA O RALO SE NECESSÁRIO
- ✓ LIMPAR AS PIAS, DEIXAR O RALO ABERTO
- ✓ LIMPAR AS BANCADAS
- ✓ LIMPAR ESPELHOS
- ✓ LIMPAR INTERRUPTORES
- ✓ LAVAR TAPETES, SE NECESSÁRIO
- ✓ RETIRAR O LIXO, LIMPAR O LIXO E COLOCAR UM SACO NOVO



- ✓ LIMPAR O CHÃO
- ✓ VERIFICAR AS GAVETAS, LIMPAR O INTERIOR E AS PORTAS DAS GAVETAS/ARMÁRIOS
- ✓ REPOR AMENITIES
- ✓ SUBSTITUIR O ROLO DE PAPEL HIGIÊNICO (SE USADO MAIS DA METADE), DEIXE 1 EXTRA
- ✓ REPONHA TOALHAS LIMPAS



# Sala De Estar

- ✓ **RETIRAR O PÓ DE TODOS OS MÓVEIS**
- ✓ **LIMPAR COMANDOS E BOTÕES PARA LUZES**
- ✓ **VERIFICAR ESTOFADOS E LIMPAR ENTRE ALMOFADAS**
- ✓ **LIMPAR O PISO**
- ✓ **ASPIRAR OS TAPETES E CARPETES**
- ✓ **VERIFICAR O SOFÁ CAMA (SE HOUVER), LIMPAR SE NECESSÁRIO**



# Lavanderia



- ✓ **DEIXAR A PORTA DA MÁQUINA DE LAVAR ABERTA PARA SECAR**
- ✓ **LIMPAR OS FILTROS DA SECADORA QUANDO AS ROUPAS ESTIVEREM SECAS**
- ✓ **REPOR 5 CÁPSULAS DE SABÃO NA CANECA "I LOVE VACATIONS"**
- ✓ **LIMPE O PISO ENTRE A LAVADORA E SECADORA E A TAMPA DAS MESMAS**

# Pátio/Convés

- ✓ CLIMPAR A CHURRASQUEIRA POR DENTRO E POR FORA
- ✓ LIMPAR OS UTENSÍLIOS DA CHURRASQUEIRA
- ✓ LIMPAR MESAS E MÓVEIS
- ✓ LIMPAR E ORGANIZAR AS ALMOFADAS DOS MÓVEIS EXTERNOS



# Garagem

- ✓ LIMPE A GARAGEM (*PASSAR PANO SE NECESSÁRIO*)





# Bedroom Photos



# Twin Bed



# Queen Bed





# King Bed



# Bunk Beds



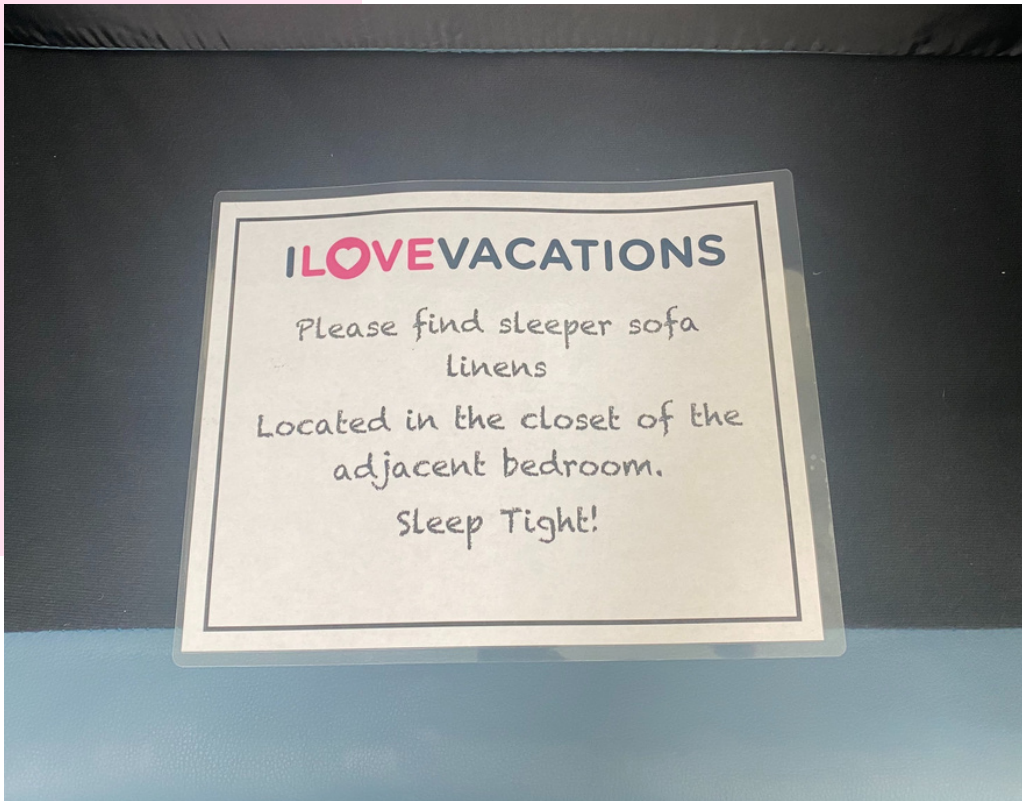
# Trundle Bed



# Day Bed



# Sleeper Sofa



# Towels on Beds





# Bathroom Photos



# Hung Towels



# Towels in Drawers



## Floor Mats



## Toilet Paper Folded





# Kitchen Photos





# Cabinets



# Silverware



# Utensils



# Coffee Maker(s)

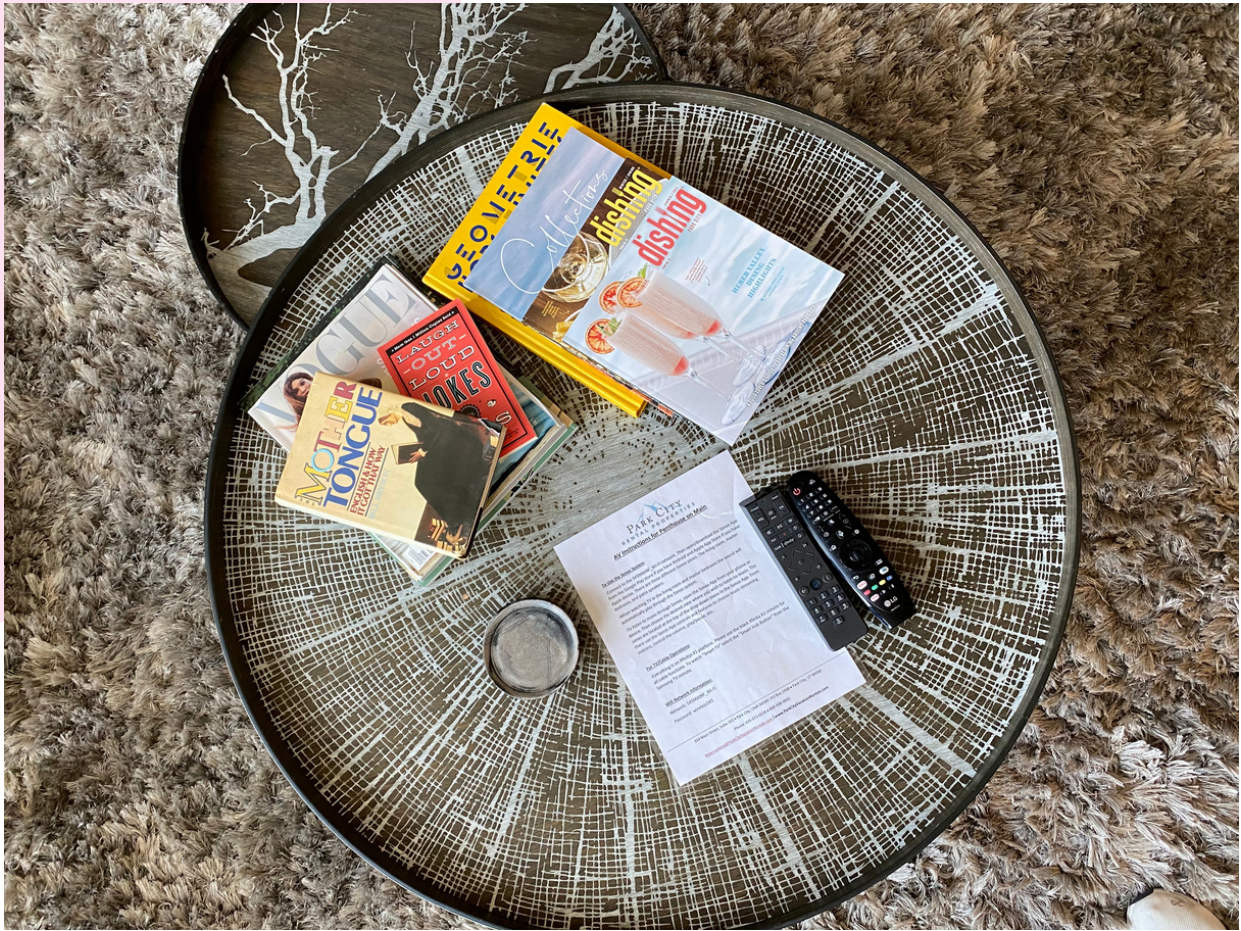




# Living Room Photos



## Coffee Table



## Throw Pillows/Blankets





# Patio Photos



# Grill



# Furniture



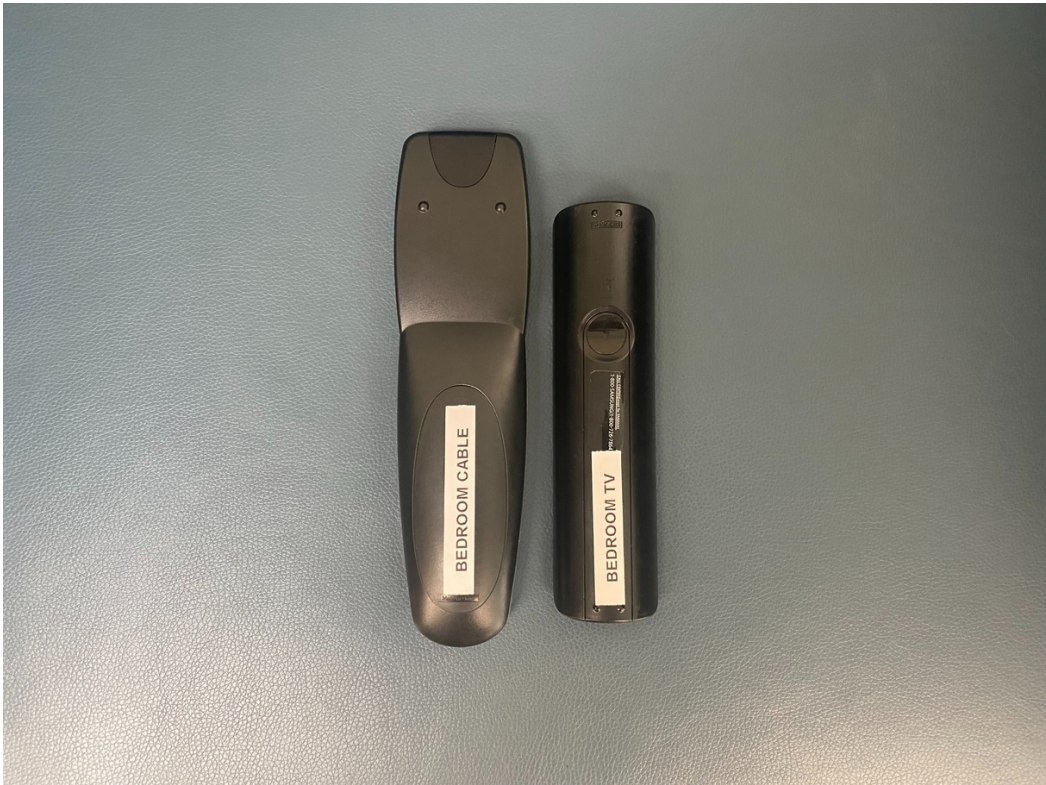


# Game/TV Room Photos





# Remote Controls





# Amenities Photos



# Kitchen Sink



# Shower/Tub



# Bathroom Sink





# Laundry Room Photos



# Laundry Pods





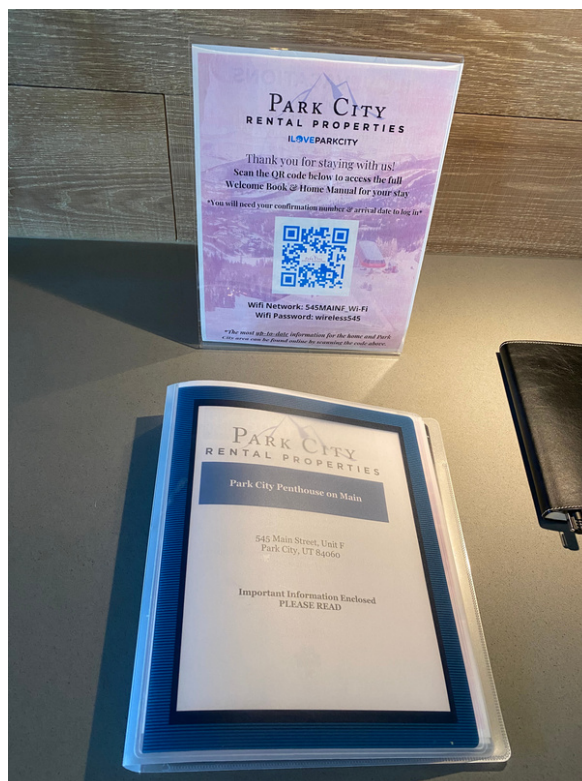
# General Photos



# Thermostat Set at 72 Degrees



# T-Stand & Welcome Book





# Hot Tub Towels Rolled



# Swag



# Thank You



## Headquarters

314 Main Street #105, Park City, UT 84060



## Telephone

(866) 634-0060



## Website

[www.ilovevacations.com](http://www.ilovevacations.com)