

The Perfect Turnover System™

Every turnover moves through the same ten stages. Property checklists differ — the stages don't. That is what gives scheduling, field execution, supervision, quality, and reporting one shared language.

01 Release verification	The reservation, checkout, service type, access, and work authorization are valid.
02 Assignment acceptance	The responsible crew acknowledges the property, timing, and special requirements.
03 Arrival control	The team verifies location, access, exterior condition, occupancy status, and safe entry.
04 Initial assessment	Damage, missing items, hazards, or scope exceptions are identified before normal work hides evidence.
05 Cleaning and reset	The property is cleaned according to master and property-specific standards.
06 Linen and inventory	Beds, towels, amenities, supplies, and required counts are complete.
07 Presentation	Rooms, lighting, temperature, staging, and guest-facing details match approved references.
08 Quality verification	Work is inspected through self-check, peer check, supervisor inspection, or a risk-based combination.
09 Documentation	Required photos, reports, time, shortages, damage, and exceptions are complete.
10 Release and close	The property is declared guest-ready by the authorized role; follow-ups remain assigned and visible.

BLUEPRINT PRINCIPLE

A turnover is complete only when the property, the documentation, and the next decision are complete.



From the **free** STR Cleaning Blueprint™
427 pages · 13 chapters · 109 editable tools

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