



# Northwest Missouri State University

## Policy and Procedures Manual

### **Chapter** Environmental Services

### **Section** Guest Room Procedures

#### I. Purpose

The following policy will establish the procedures for the use of a University residential sleeping room for a guest.

#### II. Policy

Reservations should be made in advance through the Residential Life Office. A reservation form should be completed and given to the hall director. The hall director will record the reservation in the Guest Room book at the front desk.

After 5:00PM weekdays, or on weekends, when a room is available, it may be reserved at the hall's front desk. A reservation form would be completed on site at that time.

Guests may check in anytime after 4:00 PM. The desk assistant will verify the reservation and the guest will complete the reservation form. Keys are issued to the guest. Money is collected, recorded, and left for the hall director.

Check out time for a guestroom is no later than 11:00 AM. Keys should be returned to the front desk. Desk Assistants are instructed to verify that the guests have vacated the room or remind them of check out time.

The Custodial staff will clean the guestroom after 12:00 PM on the guest's departure date. If the room is not vacant when the custodial staff arrives to clean, the custodian will go to the front desk and find out when it will be vacant. If the room is to vacate after the custodians shift ends then the custodian will call the Custodial Office (1648) to let their supervisor know so other arrangements can be made to clean the room.

Dirty guestroom linen will be left at the Custodial Closet for pick up. Clean linen will be returned to the hall approximately one week later.

For further information, contact Residential Life at 562-1214 or Environmental Services at 562-1648.