



# QUICK REFERENCE GUIDE FOR KEY HOLDERS

How to prepare your holiday home for your guests









## The key to a memorable and successful holiday

This quick-reference guide provides information and useful checklists about how to prepare your holiday home to meet the high expectations of our guests and give them the best possible experience during their stay.

The following areas are included.

How should you prepare the property for the guest's arrival?

- Planning 4
- Quality Control 5
- Additional areas 6

Welcome and check-in for guests. 7

Check-out and departure procedures. 8

Handling complaints and difficult situations. 9

Inspections at the start and end of the season. 10

With your help and your professional support we can offer our guests a memorable, high quality stay that they will enjoy to the full.

This is why you hold the key (both actual and figurative!): the key to an unforgettable holiday for our mutual customers.

So: thank you! Thank you for your commitment and for playing your part in a successful holiday experience!

We are happy that we can count on you.

The Interhome Group Team



## Preparation: planning for a positive guest experience

Our guests have high expectations, so careful, detailed planning will ensure they have a happy, relaxed and enjoyable stay.

### Arrival Notifications

To help you prepare the holiday home for the guest's arrival, we will send you an 'arrival list' which contains helpful information that might be needed e.g.:

- arrival and departure dates
- guest name
- number of guests
- number of pets
- extra beds or cots

Arrival lists will be sent to you by email or post when a new reservation or change to a reservation has been made. If you have not automatically received the customer's name, please contact [myhome.gb@interhome.group](mailto:myhome.gb@interhome.group) Thank you.

If you wish, you will be notified either by email or text message every time you receive a new booking. This will help you keep your bookings in check, especially bookings on short notice (14 days or less prior to the arrival).



Especially during **the coronavirus pandemic**, the thorough preparation, cleaning, disinfection and inspection of the accommodation remain the most important factors in providing a safe, reassuring and relaxed stay for our guests.



## Quality Control

Guests pay particular attention to the condition of their rental home and it is vital that it has been thoroughly prepared and inspected before every new arrival.

Cleanliness and a 'spotless' property is critical to attracting and retaining guests, and ensuring they have the best possible stay.

Interhome Group will provide a Quality Control Certificate for you and the cleaning staff to complete on the date of the final inspection for each property and each new arrival. It should be placed inside the entrance to the property and is much appreciated by our guests, providing reassurance that the property has been fully cleaned and inspected.

When you and the cleaning staff have carried out the final check, we ask you to fill in the current date in the Quality Control Certificate. The certificate should then be visibly placed in the property. The certificate builds trust and is highly appreciated by the guests.

Please remember to turn on the electricity, gas, water, heating and fridge prior to the guest's arrival.





## Additional areas to consider for a satisfactory and enjoyable stay

Guests appreciate all of the following when they arrive:

- a supply of toilet paper;
- cleaning detergent, washing up liquid;
- rubbish bags;
- soap.

We recommend putting together a Guest Welcome Pack with useful information such as:

- instructions for Wi-Fi, TV controls, etc;
- key holder and property management contact details;
- emergency numbers for fire services, doctors and police;

- shops, restaurants, bars, markets;
- local areas of interest such as beaches and excursions.

Interhome Group will provide a general Guest Information Sheet containing important information and guidelines such as instructions for the use of swimming pools, maintenance issues, waste separation and disposal fees and how the rental property should be left on departure.

This sheet is available at the Interhome Group online Log-In and can be added to your Guest Welcome Pack.



## Meet and Greet: remember, first impressions count!

A warm welcome, a show around the property and personal recommendations will ensure your guest's stay starts in the best possible way!

### Arrivals

Guests will arrive between **4 pm and 7 pm** unless otherwise agreed contract. Should guests arrive late, we would appreciate your understanding and flexibility.

We ask you to personally accompany guests to the holiday home, and to find a replacement if you are unable to do this in person. This ensures a smooth check-in and key handover. If this is not possible, please ensure our guests receive clear, easy to follow instructions for entry to the property.

### Introduction

Local knowledge about the holiday home, the region and the country is much appreciated and really helpful for our guests. This should also include any 'house rules' and instructions for using home appliances.

### Travel voucher

Every customer receives a travel voucher from us that identifies him as a holiday guest. This voucher should be handed to you before the keys are passed to the guest. It will confirm the rental period, number of guests and any potential additional charges.

### Additional charges

The travel voucher shows any compulsory additional charges and will detail what is included in the rental price and what should be paid on arrival or departure. They should be paid on arrival or departure and may include services such as visitor's tax, bed linen, towels and mid-stay cleaning.

### Meet and Greet inspections

In order to avoid misunderstandings or complications upon departure, we highly recommend you inspect the property with the guest (checking the condition of the holiday home, ensuring the inventory is complete and fully functional) upon arrival. This avoids any disputes about any damage at the time of check-out.



## Departures: time for check-out

It is important to re-inspect and collect payment for any additional charges prior to departure. Any damage to the property or its contents should be documented at this stage.

### Departure

According to the terms of contract, guests are asked to leave by **10 am** at the latest. Please arrange a specific departure time with guests in advance, and ensure you allow time to inspect the property and settle the payment of any extra charges.

### Customer reviews

Encourage your guests to rate their stay with you! They will receive an automatically-generated link from us by email after their departure.

### Inspection upon departure

Although you have already inspected the property at the time of arrival, a second inspection is required upon departure.

If there is any damage to the property or its contents, or, for example, a key has been lost, this must be documented in writing and both you and the guest need to sign. Once signed, you are permitted to retain an appropriate sum from the deposit as recompense.

### Additional charges

The travel voucher provided on arrival shows any compulsory additional charges and will detail what is included in the rental price and what should be paid on arrival or departure.

Additional charges to be paid at the time of departure might include costs for electricity and water and these are charged on a consumption basis. They may be deducted from the returnable deposit.

### Pre-departure cleaning

Guests are asked to leave the property in a clean and tidy state, however, this does not replace the final deep clean and inspection to be carried out by key holders in accordance with the checklist provided by Interhome Group.





## Issues arising: handling complaints and disputes

Despite everybody's best efforts, problems may occasionally arise. Maintain a calm and professional approach to handle these problems, and the outcome is likely to be much better.

### Deficiencies

Our guests have a legal right to occupy a fully operational property, and any defects or maintenance issues must be resolved/ repaired within **48 hours**.

If our guests experience any issues during their stay, it is important to address the problem immediately and if necessary, inform the owner about required repairs/replacements.

### External problems

If problems arise as a result of external activities (for example, noisy building work or non-operational infrastructure in the residence building or surrounding area) that may adversely impact our guests, you should inform the property owner and Interhome Group immediately.

We will then investigate the issue and communicate with the guest(s) to provide a mutually acceptable solution.

# Checklist: Annual inspection

Is the inventory complete and in good condition?

Yes | No

## Furnishings

All rooms	well ventilated; no mold	<input type="checkbox"/>	<input type="checkbox"/>
Walls, wallpaper, carpets, parquet floor	spotless/clean/in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Doors	can be closed	<input type="checkbox"/>	<input type="checkbox"/>
Windows	can be closed	<input type="checkbox"/>	<input type="checkbox"/>
Net curtain, shutters, blinds	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Curtains	available/clean	<input type="checkbox"/>	<input type="checkbox"/>
Cupboards	sufficient supply	<input type="checkbox"/>	<input type="checkbox"/>
Furniture	in good condition	<input type="checkbox"/>	<input type="checkbox"/>

## Kitchen

Kitchen appliances	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen utensils (wooden spoons, spatulas, etc.)	complete	<input type="checkbox"/>	<input type="checkbox"/>
Crockery	good selection/complete (2x per person)	<input type="checkbox"/>	<input type="checkbox"/>
Pans	good condition/sufficient for number of occupants	<input type="checkbox"/>	<input type="checkbox"/>

## Bathrooms

Bathtub/sink	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Shower curtain	available/clean	<input type="checkbox"/>	<input type="checkbox"/>
Toilets	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Mirrors	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Counters	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom cabinet	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Sockets	good condition/safe to use	<input type="checkbox"/>	<input type="checkbox"/>
Washing machine/dryer	fully functional/clean	<input type="checkbox"/>	<input type="checkbox"/>

## Dining room

Table/chairs	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Table/chairs	sufficient for no. of occupants	<input type="checkbox"/>	<input type="checkbox"/>
Table cloth	clean	<input type="checkbox"/>	<input type="checkbox"/>

## Bedroom

Slatted frame	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Mattresses	in good condition/spotless	<input type="checkbox"/>	<input type="checkbox"/>
Bed linen/mattress protectors	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Blankets and pillows	in good condition/spotless	<input type="checkbox"/>	<input type="checkbox"/>
Bedside table and lamp	fully functional/safe to use	<input type="checkbox"/>	<input type="checkbox"/>
Wardrobe	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
8 hangers per person	available	<input type="checkbox"/>	<input type="checkbox"/>



**Living room**

Sofa bed	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Armchair/sofa	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Coffee table	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>

**External areas**

Garden furniture/balcony	clean/good condition (1x per person)	<input type="checkbox"/>	<input type="checkbox"/>
Garden table	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Sun loungers	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Parasols/awnings	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Cushions	available for all garden furniture/clean	<input type="checkbox"/>	<input type="checkbox"/>
Pool/swimming pool pump	fully functional/safe to use	<input type="checkbox"/>	<input type="checkbox"/>
Terrace/balcony	secure railings/clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Garden/sitting area	well maintained/fully prepared	<input type="checkbox"/>	<input type="checkbox"/>
Barbecue/barbecue utensils	clean/good condition	<input type="checkbox"/>	<input type="checkbox"/>
Access to the house	well maintained/no items blocking the way	<input type="checkbox"/>	<input type="checkbox"/>
Parking space	no items blocking the way	<input type="checkbox"/>	<input type="checkbox"/>

**Cleaning supplies**

Cleaning bucket	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Mop	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning cloths (new)	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Broom	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Dustpan and brush	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish bin	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Dishcloth (new)	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Laundry cloth	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Clothes horse	in good condition	<input type="checkbox"/>	<input type="checkbox"/>
Ironing board/iron	fully functional	<input type="checkbox"/>	<input type="checkbox"/>
Toilet brush	in good condition	<input type="checkbox"/>	<input type="checkbox"/>

**Goods**

Cleaning detergent	available	<input type="checkbox"/>	<input type="checkbox"/>
Washing-up liquid	available	<input type="checkbox"/>	<input type="checkbox"/>
Toilet paper	available	<input type="checkbox"/>	<input type="checkbox"/>
3–4 rubbish bags	available	<input type="checkbox"/>	<input type="checkbox"/>
Matches	available	<input type="checkbox"/>	<input type="checkbox"/>
Spare light bulbs, correct size	available	<input type="checkbox"/>	<input type="checkbox"/>
First aid kit	complete, ready to use	<input type="checkbox"/>	<input type="checkbox"/>
Fire blanket	ready to use	<input type="checkbox"/>	<input type="checkbox"/>

# Checklist: The first impression counts

Is everything fully prepared before every arrival?

---

## Arrival: Meet and Greet

- Enter guest(s) name(s) and time of arrival in the agenda
  - Key disinfected
  - Deposit form/registration form ready
  - Interhome Group Guest Sheet and Guest Folder in a prominent place
  - Departure checklist ready
  - All rooms aired for minimum 15 minutes
- 

## Kitchen

- Clean thoroughly and disinfect
  - Empty and clean fridge; defrost if necessary
  - Replace missing or broken crockery/cutlery
  - Refill detergent in dishwasher
  - Provide clean tea towels, sponges and cloths
  - Provide rubbish bags
  - Dispose of leftover food/drinks and rubbish
  - Test all kitchen equipment is working correctly
  - Dispose of rubbish
- 

## Bathroom/Toilet

- Clean thoroughly and disinfect
  - Wash shower curtains
  - Wash bath mat
  - Refill toilet paper
  - Lay out clean towels and bath mat
  - Change mouldy shower curtains
  - Dispose of rubbish
- 

## Living Room and Bedrooms

- Vacuum seats and cushions
  - Wash bed linen/blankets at minimum 60°C
  - Check number of clothing hangers
- 

## External Areas

- Clean and set up garden furniture
- Wash cushions and covers
- Remove rubbish from lawn
- Cut the grass
- Inspect the pool and the pool area
- Clean the terrace



- 
- Clean the barbecue and utensils
  - Clean window glass in terrace door
- 

### General Checks

- Check TV channels are correctly programmed and remote controls
  - Replace broken light bulbs
  - Repair broken sockets
  - Check gas cylinders and replace if necessary
  - Turn on heating/electricity/gas/water
  - Check smoke detectors and CO gas sensors
  - Provide laundry bag for bed linen and towels
  - Dispose of rubbish and recycling waste
  - Check laundry room and garage are clean and tidy
  - Position quality control certificate on inside of entrance door
  - Put furniture back into original position
  - Close all windows and doors
-

# Checklist: Cleaning list

## Recommendations

---

### General

- ..... Air all rooms for minimum 15 minutes
- ..... Disinfect keys between each stay
- ..... Do not reuse cleaning cloths after use
- ..... Wear gloves whilst cleaning
- ..... Disinfect hands after cleaning or wash with soap for 30 seconds
- ..... Wash work clothing after cleaning at 60°C
- ..... If possible, use a dryer for bed linen and towels
- ..... Disinfect door handles, cupboard handles, light switches and handrails

### Disinfection:

- ..... Clean, then disinfect. Disinfection does not replace the cleaning beforehand!
- ..... Use standard disinfectant (virucide or alcohol-based etc.)
- ..... Use wipe disinfectant (no extra wiping or drying)

## Kitchen

---

### Appliances

- ..... Empty dishwasher, clean and refill detergent
- ..... Clean and de-grease cooker hood (top and underneath)
- ..... Clean hob
- ..... Clean oven (inside and out)
- ..... Clean baking trays
- ..... Empty and clean fridge, defrost freezer compartment if necessary

### Other

- ..... Clean drawers (inside and out)
- ..... Clean and disinfect sink
- ..... Clean cupboards (inside and out)
- ..... Clean all work surfaces
- ..... Empty and clean rubbish bin
- ..... Check correct amount of crockery, cutlery and kitchenware is available and clean all
- ..... Arrange crockery, pots and pans in a clean and orderly manner
- ..... Clean table cloths and clean seating
- ..... Wash the floor

### Supplies

- ..... Replace missing or broken crockery/cutlery
- ..... Refill detergent in dishwasher
- ..... Provide clean tea towels, sponges and cloths



- 
- Provide rubbish bags
  - Dispose of leftover food/drinks and rubbish
  - Test all kitchen equipment is working correctly
  - Dispose of rubbish

## Sanitation

---

### Toilet

- Clean and disinfect toilet bowl and seat inside and out
- Clean toilet brush and holder
- Provide one toilet roll per toilet

### Bath/shower

- Clean and disinfect bath, shower tray, wash basins and splash-backs/tiles
- Descale wash basins, taps, shower heads and hose
- Descale shower head and hose
- Clean floors and shower screens
- Clean mirrors, cabinets and surfaces
- Clean bathroom ventilation
- Clean drains
- Clean toothbrush holder in dishwasher or disinfect

### Preparation

- Wash shower curtain at 60°C and allow to fully dry to avoid mould
- Wash bath mat prior to every arrival
- Refill toilet paper
- Lay out clean towels and bath mat
- Change mouldy shower curtains
- Dispose of rubbish

## Living Room/Bedrooms

---

- Vacuum sofa and armchair covers and cushions
- Vacuum sitting areas and cushions
- Dust all surfaces including shelves, lamps, devices, etc
- Spot clean any marks or stains on carpets, rugs, sofas and armchairs
- Clean all floors, skirting, doors including frames, windows including frames, blinds and heaters
- Vacuum and inspect mattresses
- Check condition of blankets and pillows
- Wash mattress covers if necessary

# Checklist: Cleaning list (continued)

- Check ceilings and remove spider webs
- Check drawers, wardrobes and cupboards for items left behind
- Check if guest book is in good condition

## Preparation

- Wash bedlinen and blankets at 60°C
- Check number of hangers

## Exterior/pool

---

- Sweep terrace and balcony
- Clean and set up garden furniture
- Wash cushions and covers
- Remove rubbish from lawn
- Cut the grass
- Inspect the pool and pool area
- Clean barbecue and barbecue utensils
- Clean window glass in terrace door

## General

---

- Disinfect door handles, handrails, doorbells, light switches, handles on furniture, windows and coffee makers
- Clean toys and board games
- Check heating, electricity, gas, warm water and replace/provide any gas cylinders if required
- Check all lighting works correctly
- Clean fireplaces, dispose of ash and provide firewood if necessary
- Laundry room and garage are clean and tidy
- Get rid of any vermin
- Remove old newspapers and magazines
- Dispose of any disposable tableware and cutlery including cardboard/plastic cups, plates and bags

## Preparation

- Check TV channels and remote controls, including batteries
- Replace or repair broken items (light bulbs, sockets etc)
- Gas cylinders are ready for use/replaced
- Turn on heating/electricity/gas/water
- Check smoke detectors and CO sensors
- Provide laundry bag for bed linen and towels
- Dispose of rubbish and recyclable waste
- Laundry room and garage are clean and tidy
- Position quality check document on entrance door
- Put furniture back into original position
- Close all windows and doors









**Thank you!** Your commitment and dedication help us to deliver outstanding holiday experiences for our clients.







**Interhome Group**

HHD AG | Sägereistrasse 20 | CH-8152 Glattbrugg  
[myhome.interhome.group](https://myhome.interhome.group)