

The Unsung Hero of Hotel Operations: Maintaining Common Areas



In the hotel hospitality industry, cleanliness is often associated with guest rooms that are prepared with freshly made beds, spotless bathrooms, and folded towels. But seasoned hotel professionals know that the real measure of a property's quality lies not behind the guestroom door, but in the spaces, everyone shares: the lobby, elevators, corridors, and restrooms.

These common areas are where guests form their first and lasting impressions. They set the tone for the stay, influence online reviews, and shape a hotel's reputation long before guests even interact with staff or amenities.



Why Common Areas Matter So Much

Common areas experience constant activity: guests checking in and out, conference attendees moving between sessions, and families gathering near elevators or breakfast areas. Unlike guest rooms, which have predictable turnover, public spaces never really "rest."

This high visibility means that even minor imperfections including a smudge on a glass door, an overflowing trash bin, a dull floor can stand out. In today's world of instant social media reviews and online ratings on Yelp, maintaining these areas is not just about appearance; it's about guest confidence, safety, and satisfaction.

What's Involved in Common-Area Cleaning

Professional janitorial companies like that specialize in hospitality, such as [Calico Building Services](#), focus on maintaining these shared spaces through detailed, consistent, and discreet service. Their responsibilities often include:

- Lobby and Reception Areas: Keeping glass, floors, and furniture spotless while maintaining a welcoming atmosphere.
- Public Restrooms: Frequent sanitization, odor control, and restocking to ensure comfort and hygiene.
- Hallways and Corridors: Regular vacuuming, dusting, and touch-up cleaning to maintain a sense of freshness.
- Elevators and Stairwells: Constant attention to high-touch surfaces like buttons, panels, and railings.
- Meeting and Event Spaces: Turnover cleaning between sessions or events to keep areas guest-ready.
- Dining and Lounge Areas: Surface cleaning, floor care, and support during high-traffic times such as breakfast or receptions.
- Exterior Entrances and Walkways: Sweeping, pressure washing, and seasonal upkeep to ensure the first impression begins before guests even step inside.

These areas often require a mix of daily cleaning routines, ongoing touch-ups throughout the day, and deep cleaning schedules after hours. Successful programs also integrate preventive maintenance to extend the life of finishes and materials.

The Challenges of Cleaning Hotel Common Areas

Maintaining public spaces in hotels presents unique challenges that differ from office or retail environments:

- **24/7 Traffic:** Hotels never close, so cleaning must be coordinated to minimize disruption.
- **Varied Surfaces:** From marble lobbies to glass elevators and upholstered seating, each material requires specialized products and methods.
- **Guest Sensitivity:** Cleaning crews must work discreetly, often in the presence of guests, while maintaining professionalism and courtesy.
- **Health and Safety:** High-touch surfaces in elevators, restrooms, and dining areas demand strict sanitation protocols to reduce germ spread.

Professional building service contractors like [Calico Building Services](#) develop structured cleaning plans that balance these needs while keeping operations invisible to guests.

Partnering with the Right Service Provider

Hotels that want to maintain a consistently high standard often work with specialized commercial janitorial providers, companies like [Calico Building Services](#), that understand the nuances of the hospitality industry.

These providers typically offer:

- Customized cleaning schedules that align with guest patterns and event calendars.
- Trained staff who are experienced in hospitality etiquette.
- Green cleaning products that are safe, effective, and environmentally responsible.
- Quality control systems to ensure performance consistency and accountability.

Rather than treating cleaning as a background task, successful hotels view it as an integral part of their brand experience — one that directly affects guest satisfaction and return business.

Cleanliness as a Competitive Advantage

Clean, well-maintained common areas not only make guests feel welcome but also contribute to staff morale, reduce long-term maintenance costs, and protect the property's physical assets. In competitive markets where guests have many lodging choices, these details often separate highly rated hotels from the rest.

A sparkling lobby, gleaming elevator, or fresh-scented corridor might seem like small touches — but together, they create an impression of excellence that no marketing campaign can replicate.

Final Thoughts

The next time you walk through a hotel lobby or step into an elevator, take a moment to notice what's behind that shine. Behind the scenes, teams of trained professionals, often from companies like [Calico Building Services](#), reworking tirelessly to keep those public spaces safe, spotless, and inviting.

About Calico:

[Calico Building Services](#) is a leading provider of building, property and facility services.

Founded in 1986, Calico offers its customers a myriad of services from the following three main divisions.

- Janitorial Services
- General Property Maintenance & Repairs
- Tenant Improvements & Construction Services

These services have been carefully developed over the years and are aimed at providing their clients with everything they need to ensure that their properties are maintained and operating with the highest level of quality and care.

Calico is a closely held, family-owned company with a reputation for quality workmanship and superior customer care. Calico has grown organically over the years and has become a leading service provider in the Western United States serving all types of properties including:

- Office Buildings
- Medical Facilities
- Senior Living Facilities
- Resort & Hotels
- Restaurants
- Shopping Malls
- Retail Stores
- Airports
- Financial Institutions
- Industrial Properties
- Schools & Universities
- Churches

Every employee and vendor at Calico understands and is committed to the organization's mission of Honesty, Integrity and Excellence which sets Calico apart from the competition.

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