

Redefining Industry Standards with Sun Outdoors

With Gery Manthos

Facilities & Infrastructure Brand Standards



- Warm and inviting experience
- Sustainability and the impact on the environment
- Properly maintaining our facilities

Our Commitment

Sustainability

- Energy and water management
- Changing resort and guest behavior
- Certified Plan-It Green Friendly Parks



Maintenance and Grounds

- Safety first
- Clean and organized
- Organize recurring tasks
- Outsourcing
- Winterization
- Golf Carts



Garbage and Dump Stations

- Proper dumpster placement and signage
- Recycling with adequate volume for paper, cardboard, glass, aluminum, and plastic
- Option to offer composting
- Dump Station if needed



Comfort Stations

- Public Restrooms
- Laundry Rooms
- Showers



RV Site Brand Standards

- Key to unlocking guest's sunny side
- Offering the amenities of home
- Maintaining highest standards in the industry



RV Sites

- Clean for every guest
 - Sweeping patio/deck
 - Picking up garbage
 - Cleaning fire pits
- Staging
 - Table aligned
 - Fire feature secured
 - Gravel/stone raked
- Up-Keep
 - Paint rusty pedestals
 - Remove weeds
 - Tree trimming
 - Signage visibility





Vacation Rental Brand Standards

- Key to unlocking sunny side
- Offer the conveniences of home
- Offer great sleep, better wake up
- Keep the outdoors out

Interior Experience

- Many requirements, phased change
- Standardization is key
- Focus first on missing/extraneous items
- Start thinking about longer term transition for other items



VR SUPPLY CHECKLIST



SUN OUTDOORS

ELEVATE

All items ordered on Clark Pro Marketplace unless noted otherwise:

(A) = Amazon; (L) = Lowes; (S) = Source Locally; (M) = Sun Marketplace

Health & Safety

- Rope Ladder (A)
- Fire Extinguisher (A)
- Smoke & CO2 Detectors (A)
- Stair Traction Tread (A)

Exterior Experience

- Grill (L)
- Campfire (L)
- Outdoor Seating (L)
- Outside Doormat

Interior Experience

- Indoor Doormat
- Window Treatments (S)
- Artwork & Décor (S)
- Televisions (S)
- Reading Lights (2 per bed) (S)
- Hangers (10 per closet)
- Steamer
- Luggage Rack
- Clock
- Toiletries
- Notepad & Pen (M)

Interior Furniture

- Dining Table and Chairs (S)
- Pull Out Sofa (S)

Linens (1 full set per mattress-applicable resorts)

- Fitted sheet
- Flat sheet
- Comforter
- 2-4 Pillowcases
- Duvet Cover (optional)
- Mattress Cover (1 per mattress)

The Kitchen

Cookware

- Glass Baking Dishes (1 large, 1 small)
- Mixing Bowls (1 large, 1 med, 1 small)
- Saucepans (1 large, 1 small)

- Frypans (1 large, 1 small)
- Cookie Sheets (2)

Dishware/Flatware

- Plates (6 large, 6 small)
- Bowls (6)
- Coffee Mugs (6)
- Drinking Glasses (6 large)
- Wine Glasses (6)
- Plastic Glasses (6)
- Forks (6 large, 6 small)
- Spoons (6 tablespoons, 6 teaspoons)
- Knives (6 butter, 6 steak)
- Pitcher
- Slotted Serving Spoon
- Solid Serving Spoon
- Paring Knife

Equipment & Utensils

- Cutting Board
- Vegetable Peeler
- Can Opener
- Spatula
- Tongs
- Colander
- Potholders (2)
- Corkscrew
- Measuring Spoons (1 set)
- Dry Measuring Cups (1 set)
- Wet Measuring Cup (2 cup)
- Ice Cube Trays (2)
- Paper Towel Holder
- Paper Towels
- 13-gallon Trash Can
- Kitchen Towel
- Dish Sponge
- Dish Soap
- Hand Soap
- Dish Drainer (Drying Rack)

Coffee Station

- 12-cup Coffee Maker
- Coffee Organizer
- 3 Regular Coffee Soft Pods
- 3 Decaf Coffee Soft Pods
- Hot Tea Soft Pods (3)
- Individual Creamers (10)
- Splenda Packets (6)
- Sweet N Low Packets (6)
- Sugar Packets (10)

Grill Set

- Metal Spatula
- Metal Tongs
- Scraper/BBQ Brush

The Bathroom

The Shower

- Mounted three-unit dispenser
- Shampoo
- Conditioner
- Body Wash

Bathroom Linens

- Bathmat
- Bath Towels (6)
- Hand Towels (2)
- Washcloths (4)
- Shower Curtain
- Towel Bars & Hooks (SL)

The Sink

- Bathroom Soap

The Toilet

- Toilet Paper
- Plunger
- Toilet Brush
- Wastebasket
- Hairdryer

HOUSEKEEPING: VR CLEANING CHECK

Date: Indicate cleaned unit(s) and initial tasks below

Unit #	<input type="text"/>	<input type="text"/>	<input type="text"/>
Initials	<input type="text"/>	<input type="text"/>	<input type="text"/>

First Steps

- Dispose of any trash
- Remove all linens for cleaning
- Return guest belongings to Guest Services for lost and found logging
- Lock all windows
- Check supplies and replace as needed
- Remove all cobwebs with broom (check high/low, interior/exterior)
- Clean all high-touch areas (doorknobs, light switches, etc.)
- Clean all glass and mirrors
- Spot clean doors and walls as needed
- Clean trash liner and place
- As needed, clean in e fans, frames
- Inspect fire before expiration green, other
- Push test button detectors (all locations); re needed

Bathroom

Initials	<input type="text"/>	<input type="text"/>	<input type="text"/>
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- Clean all cabinets, inside and out
- Clean and sanitize the shower area, including tub, wall, rod and fixtures; check for hair and soap scum/mold
- Inspect shower curtain liner and change as needed (at least 2x/month)
- Draw the shower curtain closed
- Clean and seal outside, and base, and be
- Clean mirror
- Clean the va
- Test and cle

Bedroom(s)

Initials	<input type="text"/>	<input type="text"/>	<input type="text"/>
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- Clean headboard
- Clean dressers, tables, and any other furniture, including drawers
- Clean and disinfect any entertainment devices and remotes
- Wipe TV with dry microfiber cloth
- Vacuum upholstery, wipe leather
- Clean closet hangers
- Make bed(s) w make loft or sc
- Loft: check the properly secur opens easily
- Loft: Clean any
- Loft: Vacuum/

HOUSEKEEPING: VR CLEANING CHECKLIST

Date: Indicate cleaned unit(s) and initial tasks below



Unit #	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Initials	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Kitchen

- As needed, wash and dry dishware/cookware/flatware/utensils
- Clean backsplash and stove vent
- Clean interior of microwave and refrigerator (oven only as needed)
- Clean appliance exteriors: microwave, refrigerator, oven (including drip pans and knobs), dishwasher, etc.
- Decrumb toaster as needed
- Clean all cabinets and drawers, reorganize if necessary
- Clean kitchen table and chairs
- Clean all counters
- Clean sink and dish drainer

Initials	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Living Room

- Vacuum upholstery/wipe leather
- Dust (or clean as needed) all tables and other flat surfaces
- Clean and disinfect any entertainment devices and remotes
- Wipe TV with dry microfiber cloth
- Fireplace: clean glass, mantle, and hearth

Initials	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Exterior Cleaning

- Clean dining table and chairs
- As needed, brush off or clean other furniture
- Vacuum on/beneath all doormats
- Sweep only: no need to mop

Initials	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Last Steps

- Reset the thermostat: if occupied within a day set to 72. If unoccupied for more than a day, set to 68 heat or 78 AC
- Set all clocks display the correct time
- Set all televisions to an appropriate channel and volume
- Put yourself in the guest's shoes: is there anything else that needs cleaning? Would your family be comfortable here?
- Vacuum/sweep moving furniture/rugs as needed
- Restage furniture/rugs
- Mop on your way out
- Lock doors
- Report any issues to maintenance
- Report any damage/loss to supervisor

HOUSEKEEPING: VR RESTOCKING



Bathroom

- Refill and lock all toiletry dispensers
- 6 bath towels: At least 2 placed on towel bars, if possible; additional towels in storage
- 2 hand towels: 1 on towel bar/ring near sink if possible or folded and placed on sink counter. 1 on top of a bath towel(s) on the towel bar
- 4 wash cloths: at least 2 placed over the bath towels on the towel bar
- Place a new roll of toilet paper on the holder as needed and stock bathroom with four rolls
- Inspect toilet brush and plunger, clean or replace as needed

Bedroom

Clean linens on each bed:

- Fitted sheet
- Flat sheet
- 2 pillows/cases for twin bed (and sofas/lofts), 4 for all other sizes
- Duvet cover

Closet

- 10 hangers
- 1 luggage rack
- Extra set of linens folded in storage bag for each sofa or loft bed

Kitchen

- Replace/reset notepad and pens on kitchen table
- One kitchen towel folded and placed over oven handle or kitchen counter
- Additional kitchen towels are folded and placed in drawer (if possible) or kitchen counter

Sink

- New dish sponge
- Refill dish soap
- Refill hand soap
- Replace paper towel if needed (or place new roll under sink)

Coffee Station

- 3 regular coffee Soft Pods
- 2 decaf coffee Soft Pods
- 3 hot tea Soft Pods
- 10 individual creamers
- 6 Splenda (sucralose) packets
- 6 Sweet 'N Low (saccharin) packets
- 10 sugar packets

Interior Experience Scavenger Hunt!

Interior Experience Scavenger Hunt

Review the interior standards in section 7 and look for at least one of each of the following:

- A standard your resort is already meeting
- An item you do not provide that would be easy to start providing
- An item you provide in a non-standard version/quantity that will eventually have to be changed