

♥ SPECIAL STAYS

CLEANER'S PET PEEVES

Which one drives the most complaints?

You're the cleaner for a day. Place your vote on the ONE you think guests complain about most.

Grab a dot sticker (or tick a circle) next to **your one pick** · then we'll reveal the answer

A Hair in the bathroom 000

B Dirty BBQ 000

C Dusty ceiling fans 000

D Sticky cupboards 000

E Smudged mirrors 000

F Dirty rangehood 000

G Pink mildew in the shower 000

H Hair behind the toilet 000

I Used-looking kettle 000

J Dust & debris under the beds 000

Add a circle if you need more room — one vote per host



Want the full guide & five printable checklists?

Scan for the complete Five-Star Cleaning Systems report.
specialstays.com.au/five-star-cleaning

SPECIAL STAYS

EXCEPTIONAL STAYS.
STRONGER RETURNS.

The Reveal — why each one matters

FACILITATOR CARD
KEEP THIS SIDE TO YOURSELF

Let the group debate before you reveal — the disagreement is what makes it land. **Hair consistently triggers the strongest guest reaction.**

Hair in the bathroom

STRONGEST REACTION

The complaint professional cleaners agree is the fastest way to lose a five-star cleanliness review. A hair on a pillow or shower wall signals the previous guest's presence wasn't fully removed — it triggers an outsized emotional reaction, even in an otherwise clean room.

Hair behind the toilet base

Invisible from standing height, but guests spot it within 30 seconds of sitting or kneeling. Missed when cleaning from a standing position.

Pink mildew in the shower

Serratia marcescens — it builds up within days, so guests photograph it on day one and assume the place is never properly cleaned.

Smudged mirrors

A first-impression zone. If the mirror is streaky, guests assume everything else is too.

Dusty ceiling fans

Guests look up on entry, so it's highly visible — and it spins dust into the air the moment it's switched on.

Dirty rangehood & sticky cupboards

The most grease-laden surfaces in the kitchen. Tacky door fronts signal buildup and infrequent cleaning throughout the property.

Used-looking kettle & dirty BBQ

Guests fire these up expecting hotel-standard kit — yesterday's grounds, limescale, or BBQ grease is an immediate, often-photographed turn-off (BBQ especially in WA outdoor properties).

Under the beds

Dust, debris and forgotten items — and it's the kids who find it first.

THE SURPRISE TO LAND

The most complained-about issues are almost never the slow jobs. Removing hair, wiping the mirror, de-greasing the rangehood — all 2–5 minute tasks that get skipped under time pressure. The difference isn't the cleaner. It's the system.

Close with: “So — how many of these ten are actually on your current cleaning checklist? Scan the code and check yours against ours.”