



Taking the confusion out of when and how to rotate hotel mattresses

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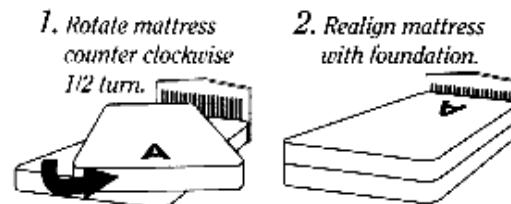
Hotels make substantial investments in their guestroom bedding and linens. The hotel's occupancy factor, the type of guests that patronize the hotel, the quality of the fixtures and furniture, and how well they are maintained will dictate how frequently guestrooms need to be renovated. Most luxury, deluxe and midscale hotels will plan to renovate their guestrooms on a five-year cycle. Therefore, it is imperative that the housekeeping manager implement a plan to rotate and flip guestroom mattresses in order to preserve their use life until the guestrooms will next be refurbished.

The need to rotate and flip a mattress is quite simple. If left in the same position for prolonged periods, the mattress will likely exhibit permanent body impressions that will eventually affect a guest's comfort level when they sleep on it. The mattress coils will become less resilient and the padding will break down and form indentations from guests sleeping or sitting on the mattress in the same positions and the same side of the bed. Mattresses that are not rotated on a regular basis will exhibit impressions and sagging on the side furthest from the wall as this is the side of the bed where most guests will enter and exit the bed or sit as they place phone calls, read, or get dressed. Rotating a two-sided mattress minimizes indentations and makes the mattress more resilient and resistant to wear and tear because guests are using all the sleeping surfaces and not just one quarter of them.

Two-sided mattresses should be flipped and/or rotated once every three months after installation. Here is a suggested schedule. (Please note that some hotels may choose to vary the flip and rotate directions and timing. The most important concept is to ensure that both sides and ends of the mattress spend an equal amount of time at the foot and head of the bed, both side-up and side-down.) We will assume that the mattress was installed in the month of January, February, or March. For the first quarter, the mattress will rest on the foundation.

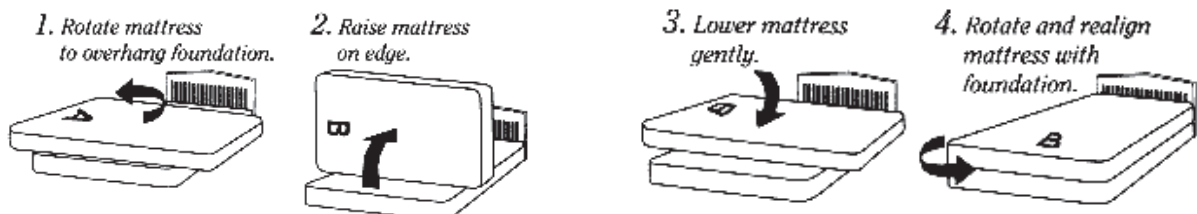
Second Quarter (April, May, June)

“Rotate” the mattress from head to toe, leaving the same surface in contact with the foundation.



Third Quarter (July, August, September)

“Rotate” the mattress a quarter turn counter-clockwise, stand it on its edge, and “flip” the mattress so the previous bottom is now on top (and the former top is now the bottom). Finish by “rotating” again one quarter turn counter-clockwise so the mattress aligns with the foundation.



Fourth Quarter (October, November, December)

Three months later, “rotate” the mattress from head to toe, leaving the same surface in contact with the foundation.

1. Rotate mattress again 180 turn counter clockwise.



2. Realign mattress with foundation.



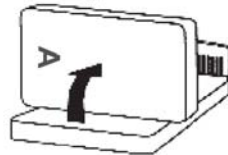
First Quarter (next year: January, February, March)

“Rotate” the mattress a quarter turn counter-clockwise, stand it on its edge, and “flip” the mattress so the previous bottom is now on top (and the former top is now the bottom). Finish by “rotating” again one quarter turn counter-clockwise so the mattress aligns with the foundation.

1. Rotate mattress to overhang foundation.



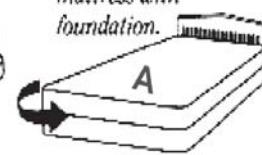
2. Raise mattress on edge.



3. Lower mattress gently.



4. Rotate and realign mattress with foundation.



Repeat this process every three months to maintain the use-life of the mattress and provide the highest level of comfort to guests. Remember that two housekeeping employees should always be used to rotate, flip or remove mattresses to avoid injury or damaging other areas of the guestroom. This task is usually a responsibility of housepersons. ✧

(Paul Gingras is the Executive Housekeeper of the Park Hyatt Toronto, a premium luxury hotel containing 346 guestrooms and suites in the heart of Canada’s largest city. Paul is a veteran hotelier with over 30 years management experience in luxury and upscale hotels. E-mail: paul.gingras@hyatt.com.)