

SOP Template: Customer Area Cleaning and Reset for Next Shift/Service

This SOP describes the procedures for **customer area cleaning and reset** to ensure a clean, organized, and welcoming environment for the next shift or service. It includes guidelines for sanitizing surfaces, arranging furniture, restocking supplies, disposing of waste, and inspecting the area for safety and cleanliness compliance. The goal is to maintain high standards of hygiene and customer satisfaction by preparing the space promptly and efficiently between service periods.

1. Scope

This SOP applies to all staff responsible for cleaning and maintaining customer-facing areas (e.g., dining room, lobby, waiting area) between shifts or service periods.

2. Responsibilities

- Assigned cleaning staff: Execute the cleaning and reset procedures as outlined.
- Supervisors/Managers: Inspect customer areas after cleaning and authorize reopening for next shift/service.

3. Materials & Equipment

Item	Purpose
Disposable gloves	Personal safety during cleaning tasks
Disinfectant spray & wipes	Sanitizing surfaces
Microfiber cloths	Surface cleaning and polishing
Broom, mop, vacuum	Floor cleaning
Trash bags and bins	Waste disposal
Restock items	Napkins, menus, condiments, customer supplies

4. Cleaning and Reset Procedure

1. Preparation

- Put on disposable gloves and gather all necessary supplies.
- Post signage if areas are temporarily closed for cleaning.

2. Surface Cleaning & Sanitization

- Clear tables and counters of items and debris.
- Wipe all tables, chairs, and high-touch surfaces (e.g., doorknobs, railings) with disinfectant.
- Clean windows, mirrors, and display cases as needed.

3. Floor Care

- Sweep or vacuum floors to remove dirt and debris.
- Mop all non-carpeted areas with appropriate cleaning solution.

4. Trash & Waste Disposal

- Empty all trash bins and replace liners.
- Dispose of waste in designated area following company safety policies.

5. Restocking & Arrangement

- Restock all required customer items (napkins, menus, condiments, etc.).
- Arrange furniture to standard layout and ensure all items are neat and presentable.

6. Final Inspection & Reporting

- Inspect area for cleanliness, safety hazards, and correct arrangement.
- Report any maintenance issues to a supervisor or manager.

5. Safety & Compliance

- Wear PPE when using cleaning chemicals.
- Use only approved cleaning and disinfectant products.
- Immediately address and report any spills, hazards, or damage.

6. Documentation & Sign-Off

Complete the cleaning checklist and have a supervisor or manager verify and sign off before reopening the area for customers.

7. Cleaning Checklist (Sample)

Task	Completed (✓/—)	Initials
All surfaces cleaned & sanitized		
Floors swept/vacuumed & mopped		
Trash removed and bins relined		
Furniture arranged as per layout		
Items restocked (menus, napkins, etc.)		
Area inspected and ready for next shift		