

Standard Operating Procedure (SOP)

Sanitization and Hygiene Standards for Room Service Equipment

This SOP establishes **sanitization and hygiene standards for room service equipment**, detailing procedures for cleaning, disinfecting, and maintaining utensils, trays, and service tools. It ensures compliance with health regulations, prevents contamination, and promotes guest safety and satisfaction by implementing consistent hygiene practices in all room service operations.

1. Purpose

To maintain high standards of hygiene and prevent cross-contamination in all room service operations through the proper cleaning, sanitization, and handling of equipment and tools used in guest service.

2. Scope

This SOP applies to all staff handling room service equipment, including but not limited to trays, crockery, cutlery, glassware, trolleys, and service tools.

3. Responsibilities

- **Room Service Staff:** Responsible for cleaning and sanitizing equipment as per the procedures outlined below.
- **Supervisors:** To conduct regular inspections and ensure compliance with this SOP.
- **Housekeeping & Stewarding:** To support sanitation efforts as required.

4. Definitions

Term	Definition
Cleaning	Physically removing dirt, food residue, and debris from surfaces.
Sanitizing	Applying chemical agents or heat to reduce bacteria and pathogens to safe levels.
Disinfecting	The process of destroying or inactivating pathogens on surfaces and tools.

5. Equipment/Materials Required

- Approved food-safe detergent
- Sanitizing solution (as per manufacturer's recommendation)
- Disposable gloves
- Clean cloths/microfiber towels
- Dishwashing machine (if available)
- Handwashing station with liquid soap & sanitizer
- Designated drying racks

6. Procedure

- 1. Pre-Cleaning Preparation**
 - Wear clean uniform and disposable gloves before handling dirty equipment.
 - Gather all soiled room service equipment from guest rooms promptly after use.
- 2. Manual Cleaning**
 - Scrape leftovers from plates, dishes, and trays into waste bins.
 - Rinse all items with warm water to remove debris.
 - Wash using an approved detergent with hot water, scrubbing all surfaces thoroughly.
- 3. Machine Dishwashing (if available)**
 - Place equipment in the dishwasher following the load guidelines.
 - Ensure detergent and rinse-aid levels meet manufacturer's specifications.
 - Run a complete wash cycle at recommended temperature.
- 4. Sanitization**
 - After cleaning, immerse or spray all equipment with food-safe sanitizer.
 - Allow equipment to air dry on designated racks; do not towel dry to prevent contamination.
- 5. Maintenance of Service Trolleys & Trays**

- Wipe surfaces with disinfectant after each use.
- Clean wheels and handles daily.

6. Storage

- Store sanitized items in clean, dry, and closed cabinets or racks.
- Ensure all equipment is covered or inverted to prevent dust accumulation.

7. Personal Hygiene Standards

- Wash hands thoroughly with soap before and after handling equipment.
- Use disposable gloves during cleaning and discard after each cleaning cycle.
- Avoid touching cleaned utensils or equipment with bare hands.

8. Frequency

- Room service equipment must be sanitized after every use.
- All trays and trolleys must be cleaned and disinfected after each guest order and at the end of every shift.

9. Monitoring and Documentation

- Supervisors to conduct daily visual inspections of sanitized equipment.
- Maintain a cleaning log for record-keeping and regulatory compliance.

10. Corrective Actions

- Address any deviations from procedure immediately (e.g., re-clean, retrain staff).
- Report persistent issues to management for further investigation.

11. Compliance

- Adhere to all local health codes and hotel policy standards for food safety and hygiene.