

SOP: Cleaning Crew Shift Allocation and Rotation Plan

This SOP details the **cleaning crew shift allocation and rotation plan**, covering the systematic scheduling of cleaning staff, equitable distribution of shifts, rotation procedures to ensure fairness and efficiency, responsibilities assignment, and guidelines for shift handovers. The plan aims to optimize workforce utilization, maintain high cleanliness standards, and promote team cohesion through balanced workload sharing and clear communication protocols.

1. Purpose

To establish a structured system for the allocation and rotation of cleaning crew shifts to ensure operational efficiency and fairness.

2. Scope

This SOP applies to all cleaning staff, supervisors, and scheduling personnel within [Facility/Organization Name].

3. Definitions

- Shift:** A designated work period (e.g., Morning, Afternoon, Night).
- Rotation:** The systematic change of shift and/or assigned area among crew members.
- Handover:** The process of transferring responsibilities between outgoing and incoming shifts.

4. Responsibilities

- Supervisor:** Prepares the shift roster, monitors attendance and performance, manages handover documentation.
- Crew Members:** Adhere to allocated shifts and assigned duties, follow communication protocols.
- HR/Administration:** Maintains leave records, addresses scheduling conflicts.

5. Shift Allocation Procedure

- Prepare a monthly/weekly shift roster using a rotation matrix (see below).
- Ensure each member receives an equitable number of preferred and less-preferred shifts (such as weekends and nights).
- Publish shift schedules in advance via notice board/email/app.
- Allow requests for shift swaps, subject to supervisor approval.

Sample Shift Rotation Table

Week	Crew Member A	Crew Member B	Crew Member C	Crew Member D
1	Morning	Afternoon	Night	Off
2	Afternoon	Night	Off	Morning
3	Night	Off	Morning	Afternoon
4	Off	Morning	Afternoon	Night

6. Rotation Guidelines

- Rotate crew every week to ensure equitable distribution of all shift types.

- Adjust rotation plan for public holidays or special events as required.
- Document any deviations and communicate promptly with all affected personnel.

7. Responsibilities Assignment

- Assign specific tasks and zones to each crew member per shift (see daily assignment sheet).
- Supervisors to verify task completion at the end of each shift.

8. Shift Handover Guidelines

- Outgoing crew completes handover checklist (tasks completed, issues, supplies needed).
- Incoming crew reviews and signs off handover report.
- Immediate reporting of unresolved issues to supervisors.

9. Communication Protocols

- All shift allocations and changes communicated through formal channels (noticeboard, email, app).
- Emergency or urgent changes relayed via phone/text in addition to written notice.

10. Review and Continuous Improvement

- Supervisors to review shift allocation effectiveness quarterly.
- Feedback from crew to be incorporated into future scheduling.

Appendices

- **Appendix A:** Sample Monthly Shift Roster
- **Appendix B:** Handover Checklist Template
- **Appendix C:** Example Task Assignment Sheet

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