

# Standard Operating Procedure (SOP): Guest Room Entry and Privacy/Security Protocol

This SOP details the **guest room entry and privacy/security protocol**, encompassing guidelines for authorized entry, guest privacy protection, handling of lost keys and access devices, emergency access procedures, staff training on confidentiality, and documentation of all entries. The objective is to uphold guest safety, privacy, and security by ensuring controlled and respectful access to guest rooms in compliance with hotel policies and legal requirements.

## 1. Scope

This procedure applies to all hotel staff and contractors who may require access to occupied or unoccupied guest rooms.

## 2. Authorized Entry

- Staff must only enter guest rooms when
  - Guest has granted permission
  - It is required for housekeeping, maintenance, or safety checks, and guest is made aware
  - An emergency situation exists
  - The room is unoccupied during check-out or cleaning periods
- Announce presence by knocking and clearly stating "Housekeeping" or "Maintenance" before entering.
- Wait at least 10 seconds and repeat the announcement before entry.
- Use master keys or electronic access devices responsibly. Never lend your access device to unauthorized persons.

## 3. Guest Privacy Protection

- Never enter a guest room with a "Do Not Disturb" sign unless in the event of an emergency or security concern, and only after notifying management.
- Refrain from touching or moving guests' personal belongings unnecessarily.
- Do not discuss guest information, room numbers, or activities with anyone outside authorized hotel personnel.
- Maintain a respectful demeanor and minimize time spent in occupied rooms.

## 4. Handling Lost Keys and Access Devices

- Immediately report lost keys or access devices to the security manager and front desk.
- Deactivate lost electronic keys or access codes from the system without delay.
- Log the incident and steps taken in the hotel security report.
- Reissue access devices only after verifying the identity and authority of the requesting staff member.

## 5. Emergency Access Procedures

- In urgent situations (i.e., fire, medical emergency, or security threat), access the room promptly after announcing entry and, when possible, with a manager or security officer present.
- Document the reason for entry, personnel involved, and actions taken.
- Inform the guest at the earliest opportunity of the emergency access.

## 6. Staff Training on Confidentiality and Security

- Provide regular training to all staff on privacy, confidentiality, and guest safety protocols.
- Review legal requirements and hotel policies with staff annually.
- Document attendance and topics covered in each training session.

## 7. Documentation of Room Entries

- Maintain an entry log (manual or electronic) recording every entry:
  - Date and time
  - Name of staff/contractor
  - Reason for entry
  - Room number

2. Submit daily logs to the security manager for review.
3. Retain records for at least one year or in accordance with local laws/policies.

## **8. Responsibilities**

- All staff: Adhere to this SOP at all times.
- Supervisors: Monitor compliance and conduct regular checks.
- Security/Management: Investigate breaches and manage lost access incidents.

## **9. Review and Revision**

- This SOP is to be reviewed annually or as required by changes in policy or legislation.
- All changes must be communicated to relevant staff and documented.