

SOP: Room Allocation and Housekeeping Schedules

This SOP details the process of **room allocation and housekeeping schedules**, including criteria for assigning rooms based on guest preferences and availability, methods for recording and updating room status, and the planning and execution of housekeeping tasks to ensure cleanliness and maintenance. It aims to optimize room usage, maintain high standards of hygiene, enhance guest satisfaction, and streamline communication between front desk and housekeeping teams for efficient hotel operations.

1. Purpose

To ensure efficient allocation of rooms and systematic scheduling of housekeeping tasks, providing seamless guest experiences and maintaining hotel cleanliness and standards.

2. Scope

This SOP applies to all front desk staff and housekeeping personnel involved in guest room assignment and maintenance in the hotel.

3. Responsibilities

- **Front Desk Staff:** Assign rooms, update room status in PMS (Property Management System), communicate special requests.
- **Housekeeping Supervisors:** Plan and allocate housekeeping tasks, report room conditions, update room status after cleaning/maintenance.
- **General Manager:** Oversee execution, monitor compliance, address escalated issues.

4. Procedure

4.1 Room Allocation

1. Determine guest preferences at reservation (bed type, view, amenities, floor level, special requirements).
2. Check real-time room availability in PMS.
3. Assign room based on:
 - Guest preferences
 - Blockings (maintenance or VIP holds)
 - Housekeeping status (clean/dirty/in-progress)
4. Update reservation with assigned room number and any special notes.
5. Communicate any special requests or requirements to appropriate teams.

4.2 Room Status Recording and Updating

1. Maintain real-time room status in PMS (e.g., Vacant Clean, Vacant Dirty, Occupied, Out-of-Order).
2. Housekeeping updates room status immediately after cleaning or upon finding maintenance issues.
3. Front desk verifies status before check-in and reassigns if necessary.

4.3 Housekeeping Scheduling

1. Supervisor reviews daily arrivals, departures, stayovers, and assigned rooms.
2. Allocate rooms and tasks to attendants in a balanced manner, considering workload.
3. Prioritize quick-turnaround rooms (early check-ins/late check-outs) and VIP guests.
4. Track progress via physical or digital checklists.

5. Update room status in PMS upon completion; report issues for maintenance action.

5. Documentation & Communication

- All room status changes updated in PMS.
- Daily reports shared between front desk and housekeeping.
- Special requests and maintenance needs documented and tracked.

6. Quality Control

- Supervisors conduct random room checks post-cleaning.
- Periodic audits of room allocation fairness and housekeeping standards.

7. Records

Document	Responsible	Retention
Daily Allocation Sheet	Front Desk	7 Days
Housekeeping Checklist	Housekeeping Supervisor	1 Month
PMS Room Status Logs	Front Desk/IT	3 Months

8. Review

The SOP should be reviewed annually or after major operational changes.

9. Revision History

Version	Date	Description	Approved By
1.0	2024-06-15	Initial SOP creation	General Manager