

# SOP: Housekeeping and Room Inspection Standards

This SOP establishes **housekeeping and room inspection standards** to maintain cleanliness, order, and safety within guest rooms and common areas. It covers daily cleaning procedures, checklist adherence, inspection criteria, hygiene protocols, maintenance reporting, and quality control measures. The objective is to ensure consistent high standards of room presentation, guest comfort, and overall property appearance.

## 1. Purpose

To ensure all guest rooms and common areas are maintained in immaculate condition, providing guests with a clean, safe, and comfortable environment.

## 2. Scope

This SOP applies to all housekeeping staff, supervisors, and management responsible for maintaining guest rooms and public spaces within the property.

## 3. Responsibilities

- Housekeeping Staff:** Follow cleaning procedures and complete checklists.
- Supervisors:** Inspect completed rooms and public areas for quality assurance.
- Management:** Ensure SOP adherence and provide necessary training and resources.

## 4. Daily Cleaning Procedures

- Make beds with fresh linens.
- Dust all surfaces, including furniture and fixtures.
- Vacuum carpets and mop hard floors.
- Clean windows, mirrors, and glass surfaces.
- Sanitize bathrooms (toilets, sinks, showers, taps).
- Restock amenities, towels, and toiletries.
- Empty trash and replace liners.
- Check and adjust room temperature as needed.

## 5. Housekeeping Checklist

Area	Tasks	Status (✓/✗)
Bedroom	Bed made, dusting, vacuuming, windows cleaned	
Bathroom	Sanitized fixtures, replenished supplies, trash emptied	
Entrance & Floors	Floors mopped/vacuumed, entrance wiped down	
Common Areas	Seating dusted, carpets vacuumed, decor cleaned	

## 6. Room Inspection Criteria

- Room is odor-free and visually clean.
- Beds are neatly made with no wrinkles.
- No dust, hair, or debris on any surface.
- Bathroom is sanitized and dry; mirrors streak-free.
- Amenities are fully stocked and in correct positions.
- No maintenance issues (lighting, plumbing, etc.).

## 7. Hygiene Protocols

- Employees must wear uniforms and personal protective equipment (PPE) as required.
- Use approved cleaning agents and disinfectants.

- Frequent hand washing/sanitization before and after each room.
- Immediate reporting of spills or hazardous materials.

## 8. Maintenance Reporting

- Report any damage or malfunction (lights, plumbing, appliances) to maintenance department immediately.
- Document issues on the housekeeping checklist.
- Follow up to ensure timely resolution and record completion.

## 9. Quality Control Measures

- Supervisors must conduct random inspections of rooms and common areas daily.
- Document findings and corrective actions in inspection log.
- Address recurring issues through retraining or process adjustment.
- Solicit guest feedback to monitor satisfaction and make improvements.

## 10. Revision and Review

- This SOP will be reviewed annually or as needed for updates.
- All staff will be trained on changes prior to implementation.

### Document Control

**Effective Date:** \_\_\_\_\_

**SOP Version:** 1.0

**Prepared by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_