

SOP: Communication and Coordination with Housekeeping

This SOP describes the procedures for effective **communication and coordination with housekeeping** to ensure a clean, safe, and well-maintained environment. It covers scheduled cleaning activities, reporting maintenance issues, handling guest requests, and emergency response collaboration. The purpose is to streamline information flow and teamwork between departments to enhance overall operational efficiency and guest satisfaction.

1. Purpose

To standardize communication and coordination protocols with housekeeping to maintain operational excellence, guest satisfaction, and safety.

2. Scope

This SOP applies to all employees interacting with or relying upon housekeeping services, including management, front office, maintenance, and housekeeping staff.

3. Responsibilities

Role	Responsibility
Housekeeping Supervisor	Coordinate with relevant departments, communicate schedules, assign staff, report completion and issues.
Front Office Staff	Relay guest requests, room status updates, and urgent matters to housekeeping.
Maintenance Team	Respond to maintenance issues reported by housekeeping or guests.
All Employees	Follow communication channels and report incidents or requests promptly.

4. Procedure

- **Scheduled Cleaning Activities**
 - Housekeeping shares daily/weekly cleaning schedules with relevant departments via email or shared software.
 - Any schedule changes should be communicated immediately.
- **Reporting Maintenance Issues**
 - All staff report facility or equipment issues to the housekeeping supervisor and maintenance department using a standardized form or digital system.
 - Follow up on resolution and update status to concerned departments.
- **Guest Requests**
 - Front office receives guest requests and relays them to housekeeping via phone, messaging app, or PMS (Property Management System).
 - Housekeeping confirms receipt and completion of requests; front office updates guest accordingly.
- **Emergency Response Collaboration**
 - During emergencies (e.g., spills, hazards), staff contacts housekeeping and other relevant teams immediately.
 - Maintain open communication until situation is resolved; log incident for review.

5. Communication Channels

- Email correspondence
- Instant messaging apps (e.g., WhatsApp, Slack, Teams)
- Phone/radio communication
- Property Management System (PMS) or facility management software
- In-person briefings or shift handover meetings

6. Documentation

- Daily cleaning schedules and checklists
- Maintenance issue log
- Guest request log
- Incident/accident reports

7. Review and Improvement

SOPs are to be reviewed quarterly by department heads to update processes, communication tools, and improve efficiency based on feedback and incident analysis.

8. Revision History

Date	Description	Author
2024-06-01	Initial SOP template created.	Admin