Standard Operating Procedure (SOP) Housekeeping Cleaning and Room Preparation Standards

This SOP details the **housekeeping cleaning and room preparation standards**, covering the procedures for thorough cleaning, sanitation, and organization of guest rooms and common areas. It emphasizes the use of appropriate cleaning agents, proper waste disposal, and maintaining hygiene to enhance guest comfort. Additionally, the SOP outlines room inspection protocols, restocking amenities, and ensuring all equipment is functional, aiming to uphold high cleanliness standards and create a welcoming environment for guests.

1. Purpose

To establish consistent and thorough procedures for cleaning, sanitizing, organizing and preparing guest rooms and common areas, ensuring guest satisfaction and hygiene compliance.

2. Scope

This SOP applies to all housekeeping staff responsible for the cleaning and preparation of guest rooms, bathrooms, corridors, and other common guest areas.

3. Responsibilities

- **Housekeeping Attendants:** Follow cleaning and preparation guidelines; report any issues to supervisors.
- **Housekeeping Supervisors:** Inspect rooms, ensure SOP compliance, provide training, and maintain inventory of cleaning supplies.
- **Maintenance Team:** Address reported issues with room equipment and facilities.

4. Cleaning and Room Preparation Procedures

1. **Preparation**
   - Gather all necessary supplies: cleaning agents, disinfectants, cloths, gloves, waste bags, amenity restock items.
   - Knock and announce presence before entering, check for "Do Not Disturb" sign.
   - Ensure personal protective equipment (PPE) is worn during cleaning.
2. **Waste Disposal**
   - Empty all trash bins; use appropriate bags and replace liners.
   - Dispose of waste in designated collection points, following recycling guidelines as applicable.
3. **Surface Cleaning and Disinfection**
   - Dust all surfaces: furniture, fixtures, lamps, window sills, and electronics.
   - Wipe down and disinfect frequently touched surfaces: door handles, switches, remotes, telephones.
   - Clean windows, mirrors, and glass surfaces with suitable glass cleaner.
4. **Bathroom Cleaning**

- Clean and sanitize toilet, sink, shower/bath, and floor.
- Replace used towels, bath mats, and toiletries.
- Check for mold/mildew and report if found.

5. **Bed Preparation**
   - Remove soiled linens and replace with fresh ones.
   - Make bed according to hotel standards; check for stains or damage.
   - Arrange pillows and decorative items neatly.

6. **Restocking Amenities**
   - Check and replenish room amenities: soap, shampoo, tissues, water bottles, coffee/tea supplies, stationary, bags, etc.
   - Ensure minibar (if applicable) is restocked and inventoried.

7. **Final Room Check**
   - Inspect lighting, air conditioning, TV, phone, and other equipment to ensure operational.
   - Check for any lost and found items.
   - Review room for overall presentation and arrangement; adjust as needed to standard.

5. Room Inspection Protocol

1. Supervisor inspects room using standardized checklist (see sample below).
2. Report deficiencies; arrange for prompt resolution before releasing room for occupancy.
3. Sign off completed rooms in housekeeping log or management system.

Item	Standard	Status (OK/Attention)
Floors & Carpets	No stains/debris, vacuumed/mopped	
Bedding & Linens	Clean, no stains, properly arranged	
Bathroom	Sanitized, dry, restocked	
Amenities	Fully replenished	
Equipment & Fixtures	All in working order	

6. Health and Safety Guidelines

- Use only approved cleaning agents according to manufacturer instructions.
- Wear PPE as required (gloves, masks, etc.).
- Ensure proper ventilation during cleaning.
- Report and isolate any biohazard/contamination incidents immediately.

7. Documentation

- Maintain records of completed cleaning tasks and inspections daily.
- Record replenishment of amenities and report low inventory to supervisor.

8. References

- Hotel Hygiene Policy
- Local Health Authority Cleaning Guidelines
- Housekeeping Training Manual