

SOP Template: Room Allocation and Occupancy Management

This SOP details the procedures for **room allocation and occupancy management**, covering the systematic assignment of rooms based on availability and occupant needs, monitoring and updating room occupancy status, handling special requests and accommodations, ensuring compliance with safety and capacity regulations, and maintaining accurate records for efficient space utilization and guest satisfaction.

1. Purpose

To ensure consistent and effective management of room allocation and occupancy, optimize space utilization, address occupant needs, and uphold safety and regulatory compliance.

2. Scope

This SOP applies to all staff involved in room assignment, reception, and facility management within the organization.

3. Responsibilities

- **Front Desk Staff:** Assign rooms, check-in/out occupants, monitor occupancy status, record updates in the system.
- **Facility Manager:** Oversee allocation procedures, address conflicts or special requests, ensure accuracy of occupancy records.
- **Security/Safety Team:** Ensure room assignments comply with capacity and safety regulations.

4. Procedures

1. **Room Assignment:**
 - Review room availability using the management system.
 - Assign rooms based on occupant preferences, needs, and systematic rotation (if applicable).
 - Prioritize special needs (e.g., accessibility, quiet rooms) when possible.
2. **Monitoring and Updating Status:**
 - Update occupancy status immediately upon occupant check-in and check-out.
 - Verify vacant rooms before marking as available for reassignment.
3. **Handling Special Requests:**
 - Document all special requests at the time of reservation or check-in.
 - Communicate requests to housekeeping, maintenance, or security as needed.
4. **Regulatory Compliance:**
 - Ensure allocations do not exceed room or facility capacity.
 - Uphold all safety, fire, and accessibility regulations during room assignment.
5. **Record Keeping:**
 - Maintain logs of all allocations, occupant details, length of stay, and requests.
 - Periodically review and audit records for accuracy and compliance.

5. Documentation

Document	Description	Retention Period
Room Allocation Log	Record of all room assignments, check-ins and check-outs	1 year
Occupancy Status Report	Daily summary of room occupancy	6 months
Special Requests Register	Documented guest/facility user requests and accommodations	1 year

6. Review & Compliance

- Routine reviews will be conducted quarterly to ensure SOP adherence.
- Any deviations, incidents, or concerns must be reported to the Facility Manager for corrective actions.

7. Appendices

- Appendix A: Sample Room Allocation Log Template
- Appendix B: Special Requests Form
- Appendix C: Occupancy Status Checklist