

SOP Template: Assignment of Cleaning Staff Roles and Responsibilities

This SOP defines the **assignment of cleaning staff roles and responsibilities**, detailing the delegation of tasks, daily and periodic cleaning duties, supervision protocols, performance standards, and communication channels. The purpose is to ensure an organized, efficient, and accountable cleaning operation that maintains a hygienic environment and upholds workplace safety and cleanliness standards.

1. Purpose

To establish standardized procedures for the assignment and execution of cleaning staff roles, ensuring workplace safety, cleanliness, efficiency, and accountability.

2. Scope

This SOP applies to all cleaning staff, supervisors, and facility managers responsible for maintaining cleanliness in the organization's premises.

3. Roles and Responsibilities

Role	Responsibilities
Cleaning Staff	<ul style="list-style-type: none">Carry out daily and periodic cleaning tasks as assigned.Use cleaning equipment and supplies safely and as per guidelines.Report any maintenance or safety issues immediately.Follow health and safety procedures at all times.
Team Leader / Supervisor	<ul style="list-style-type: none">Assign cleaning duties based on rota/schedule and site requirements.Supervise and monitor staff performance.Ensure all staff receive appropriate training.Conduct regular inspections and audits.Address issues and provide feedback to staff.
Facility Manager	<ul style="list-style-type: none">Oversee the implementation of cleaning protocols and S.O.P.s.Ensure the availability of cleaning supplies and equipment.Handle escalated issues and coordinate with other departments.Review and update cleaning procedures as needed.

4. Assignment of Tasks

- Tasks are assigned at the beginning of each shift by the Supervisor/Team Leader based on a pre-determined schedule.
- Staff are informed of their specific area, duties, and special instructions for the day.
- Task rotation should be implemented to ensure skill development and prevent fatigue.

5. Daily and Periodic Cleaning Duties

- Daily Tasks:** Sweeping, mopping, vacuuming, waste disposal, surface disinfection, restocking supplies.
- Periodic Tasks:** Deep cleaning (carpets, windows, washrooms), equipment maintenance, high dusting, polishing surfaces.

6. Supervision and Performance Monitoring

- Supervisors conduct periodic checks throughout shifts.
- Performance is evaluated against established standards and checklists.
- Feedback is provided regularly, and issues are addressed promptly.

7. Communication Channels

- Daily briefings and debriefings are conducted by supervisors.
- Staff must report incidents, supply shortages, and maintenance needs immediately.
- Use of communication tools (logbooks, mobile apps, radios) as applicable.

8. Performance Standards

- Cleanliness and safety standards must comply with company and regulatory requirements.
- All tasks must be completed within the designated shift unless otherwise instructed.
- Staff must follow PPE and hygiene protocols at all times.

9. Review and Improvement

- This SOP shall be reviewed annually or after significant incidents or regulatory changes.
- Suggestions from staff are encouraged and considered during reviews.

10. Approval

Prepared by: _____

Date: _____

Approved by: _____

Date: _____