



| EBOOK

Hotel Standard Operating Procedures: **Housekeeping**



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Intro

Standard operating procedures (SOPs) are common tools used by businesses to ensure consistency and excellence.

In the hotel and hospitality industry, creating and maintaining high-quality SOPs is imperative. These documents prevent accidents, increase staff efficiency and effectiveness, and improve the guest experience. Housekeeping SOPs in particular can help maintain guest satisfaction, health and safety, reputation, workforce efficiency, and cost-savings.

SOPs are step-by-step instructions for an activity or process in the workplace. Day or night, at the beginning of a shift or the end of a shift, good quality SOPs ensure every task is done to the same standard.

Creating a set of SOPs for each department can be easier said than done, especially when you're stretched for time. So, whether you're starting from scratch or updating your SOPs, we've created this guide for you. In each section, you'll find multiple checklists to work from.



Want to go back to basics?

Read our complete guide to standard operating procedures (SOPs).

Cleaning Guest Rooms

The cleanliness of your guest rooms can have a big impact on your guests' stay. Attention to detail is important when it comes to check-ins, stayovers, and turnovers.

By implementing high-quality SOPs and training, you can ensure that every room is cleaned to the same standard, every time.

Pre-check-in inspection

- Check the room for any lost and found items. If any items are found, log the them straight away.
- Dust all surfaces. If the room has been sitting vacant for a while, check the fabrics, bed covers and carpet for dust too.
- Ensure trash cans are empty with fresh liners.
- Check all electronics, fixtures, faucets etc., and report any faults to maintenance.
- Is the bed made to the hotel's standard? Ensure the bedding is free from stains.
- Check that the furniture is clean and in good condition.
- Make sure the bathroom is clean and there is sufficient toilet paper.
- Ensure amenities such as glasses and notepads and pens are clean and replaced.
- Check that the floors are clean, vacuumed, and mopped.
- Set the thermostat to a comfortable level for the guest, especially if the weather is particularly cold or hot.
- Check that special requests or orders have been placed in the room.
- Inspect the room one final time and lock the door. Sanitize the door knob.

Checkout & turnover

- Spray disinfectant on all surfaces, including windows and door knobs.
- Put on gloves and do not touch your face or personal items during the cleaning process.
- Ventilate the room by opening windows and doors.
- Inspect the room for any lost and found items. If any are found, log the them.
- Check the room for damage and report any instances to Housekeeping or Front Office.
- Strip the bed of linens and place these, along with the towels, in the housekeeping trolley.
- Bag up all trash from the bins and replace with fresh liners.
- Remove all amenities such as shampoos, glasses, and notepads.
- Check all electronics, fixtures, faucets etc., and report any faults to maintenance.
- Clean and sanitize all areas of the guest room/suite in the following order to prevent cross-contamination:
 - ▶ Bathroom
 - ▶ Kitchen
 - ▶ Bedroom
 - ▶ Outdoor areas
 - ▶ Entryway
- Ensure balcony/patio doors are locked and windows are closed.
- Set the thermostat to a comfortable level for the guest, especially if the weather is particularly cold or hot.
- Inspect the room one final time and lock the door. Sanitize the door knob.



Stayover

- Put on gloves and do not touch your face or personal items during the cleaning process.
- Before entering, ensure that the guest has permitted you to enter. Check for a “Do Not Disturb” sign, for example.
- Knock on the door and announce “Housekeeping”.
- Should there be no reply, enter the room and announce “Housekeeping” again.
- If a guest is in the room, ask them if they’d like you to come back.
- Spray disinfectant on all surfaces, including windows and door knobs.
- Ventilate the room by opening windows and doors.
- Ensure trash cans are empty with fresh liners.
- Check all electronics, fixtures, faucets etc., and report any faults to maintenance.
- Replace all dirty linen and make the bed to the hotel’s standard.
- Clean and sanitize all areas of the guest room/suite in the following order to prevent cross-contamination:
 - ▶ Bathroom
 - ▶ Kitchen
 - ▶ Bedroom
 - ▶ Outdoor areas
 - ▶ Entryway
- Ensure balcony/patio doors are locked and windows are closed.
- Inspect the room one final time and lock the door. Sanitize the door knob.

Bed making

- Remove all bed linen (only remove soiled linen if the guest hasn't yet checked out).
- Check for damage or staining to the mattress protector and replace it if necessary.
- When adjusting the mattress, use your legs, not your back to avoid injury.
- Acquire the correct-sized sheets, pillowcases, and bedding.
- Check that sheets, pillowcases, and bedding are free from damage or stains before making the bed. Arrange the linen in the order you'll need it.
- Pull the bed away from the headboard before making the bed.
- Lay the first sheet across the mattress then tuck in each corner and side.
- Lay the second sheet across the mattress. Do not tuck it in yet. Ensure that the edges of the sheet are even all around the bed.
- Put the cover on the duvet and shake it out a few times. Lay the duvet across the mattress and make sure the edges are even. Pull back the duvet and the second sheet at the head of the bed.
- Tuck the edges of the duvet and the second sheet beneath the bed.
- Push the bed back.
- Put the covers on the pillows and plump them up. Place them at the head of the bed, resting against the headboard.
- Make sure the bed is presentable and symmetrical.



Do you want to manage all your housekeeping needs from one central system?

Reach out to one of our friendly advisers and they will get back to you asap.



Cleaning Public Areas

Public areas, such as lobbies, hallways, elevators, and restaurants, are the first areas that guests encounter when they arrive. Their cleanliness and maintenance reflect the overall standard of the hotel. They're also high-traffic areas, and as such, can quickly become dirty and cluttered if not cleaned regularly.

Regular cleaning of public areas is crucial for creating a positive guest experience, maintaining hygiene and safety, and ensuring the overall cleanliness and reputation of the hotel.

Lobby

The lobby should be cleaned regularly throughout the day. It is best to clean during off-peak periods to lessen the impact on guests.

- ▶ Put on gloves and do not touch your face or personal items during the cleaning process.
- ▶ Vacuum carpets and furniture. Always move furniture if possible, instead of cleaning around it. Remove any stains with the appropriate stain remover.
- ▶ Inspect for any lost and found items. If any are found, log the items.
- ▶ Mop all uncarpeted areas using multi-surface cleaner.
- ▶ Check for damage or faulty electronics and report any instances to Housekeeping or Front Office.
- ▶ Sanitize all surfaces in the lobby, including doorknobs, counters, switches, tables etc.
- ▶ Ensure trash cans are empty with fresh liners.
- ▶ Refill amenities such as booklets, bottled water, etc., and check the area one final time.
- ▶ Dust all surfaces, doors, mirrors etc., with a microfiber cloth. Apply furniture polish to wooden furniture.

Elevator

Cleaning a hotel elevator is a relatively simple job and should be done at regular intervals throughout the day. It is best to clean during off-peak periods to lessen the impact on guests.

- Clean the walls with a microfiber cloth and multi-surface cleaner.
- Clean any glass or mirrors with window-cleaner and a microfiber cloth.
- Vacuum any carpets or mop the floor.
- Sanitize any handles or buttons and check the area one final time.

Public restrooms

Public restrooms should be cleaned regularly throughout the day. It is best to clean during off-peak periods to lessen the impact on guests.

- Spray disinfectant on all surfaces, including windows and door knobs.
- Put on gloves and do not touch your face or personal items during the cleaning process.
- Ventilate the room by opening windows and doors.
- Inspect the room for any lost and found items. If any are found, log the items.
- Check for damage and report any instances to Housekeeping or Front Office.
- Bag up all trash from the bins and replace them with fresh liners.
- Apply multi-surface cleaner to the toilets and let it sit. Clean the toilet bowl with a toilet brush and the canister with soap and warm water.
- Clean the sinks, including faucets, plug holes, and sides with multi-surface cleaner. Rinse the surfaces and dry them with a microfiber cloth.
- Clean any glass or mirrors with window-cleaner and a microfiber cloth.
- Sweep and mop the floor.
- Refill amenities such as toilet roll, hand towels, soap, etc.
- Sanitize all surfaces and check the area one final time.





Pest Activity

The presence of pests, whether they be bedbugs, cockroaches, spiders, or rodents can ruin a guest's stay. Guests may request to change rooms or in severe cases, they may choose to leave. Hotels must implement thorough pest activity procedures and train staff on how to handle pests.







Good cleaning procedures can help prevent pest occurrences, but it's a good idea to regularly check guest rooms, public areas, and back office areas for infestations or signs of pest activity.

Checking for pest activity

When inspecting guest rooms, housekeeping should inspect the following places:

-  The bed: Inspect linens, the mattress, and underneath the mattress.
-  Air vents
-  Dark areas: Check behind furniture, sinks, and toilets for example.
-  Furniture drawers and dressers





When inspecting back office areas, housekeeping should inspect the following areas:

-  Kitchens
-  Bathrooms
-  Storage closets
-  Garbage areas
-  Mechanical equipment - only if it is safe
-  Storage rooms




Look for the following:

-  Pest droppings
-  Furniture or carpet damage
-  Unpleasant odors
-  Scratches on walls or furniture
-  Eggs/larva

Reporting pest activity

-  If signs of pests are found, report immediately to the hotel management team, detailing where, when, and what you found.
-  Close off the room/area.
-  Notify management to contact the hotel's pest control company.
-  Take images.

Handling guest complaints

-  Inspect the guest's room
-  Apologize profusely to the guest and offer to move them to a new room. You may also offer a discount or refund depending on the severity.
-  Place their room out of service until the issue has been sorted



Lost and Found

A well-established lost and found procedure can have multiple benefits for your hotel.

Firstly, it helps ensure that you return guests' belongings safely to them. This is critical for guest loyalty and prevents misunderstandings or frustration. By properly logging and tracking lost and found items, you can also prevent theft and dishonesty among hotel staff.

Reporting lost items

- Should you find a lost item, log and report it and take it to the Front Desk immediately. Make a note of where the item was found.
- If an item was found by a guest or another member of staff, ask where they found the item. This information should also be reported.
- Do not report food items. Dispose of them straight away.
- Report any suspicious-looking items to the security team and management.

Managing lost and found items

- ▶ Log the item in the Lost and Found logbook or PMS. Record when and where it was found, who found it, and describe the item.
- ▶ Tag the item.
- ▶ Store the item in the Lost and Found room or area. This area should be kept cool and dry.
- ▶ Store any valuable items such as electronics, money, or jewelry in a locked safe.
- ▶ If the owner of the item is known, make a note of the lost item in your property management system (PMS).
- ▶ Contact the guest by email or over the phone and let them know that their item has been found. Provide retrieval instructions.
- ▶ If the owner of an item picks it up, have them sign the logbook. Hide the rest of the entries with a piece of paper.



Find out more about how a Planet PMS can help you spend less time worrying about day-to-day hotel operations.



About Planet

“Planet are a global technology leader with industry leading cloud software and payments solutions for the Retail, Hospitality, and Financial Services verticals.

We operate in over 120 markets. We employ more than 2,800 people worldwide. We partner with over 100 banks. And serve over 800,000 merchants.

We combine software, payments and technology to help our customers deliver consistent, convenient and personalised experiences, which meet the changing demands of their own consumers.

Our single end-to-end platform allows retailers to support unified shopper journeys across all channels, including complex processes, such as click and collect, shop and ship, and advanced return management.

For hoteliers, we offer integrated and built-in payments that power digital guest journeys, saving them time and enabling them to generate revenue through integrated value-added services. protel Cloud PMS by Planet (formerly protel Air PMS) was created over 10 years ago with a new user interface rebuilt in 2020. It is intuitive and simple to use with a straightforward workflow that is easy to learn and teach.

We also work with a network of Financial Services Partners around the world to provide global payment processing solutions.