

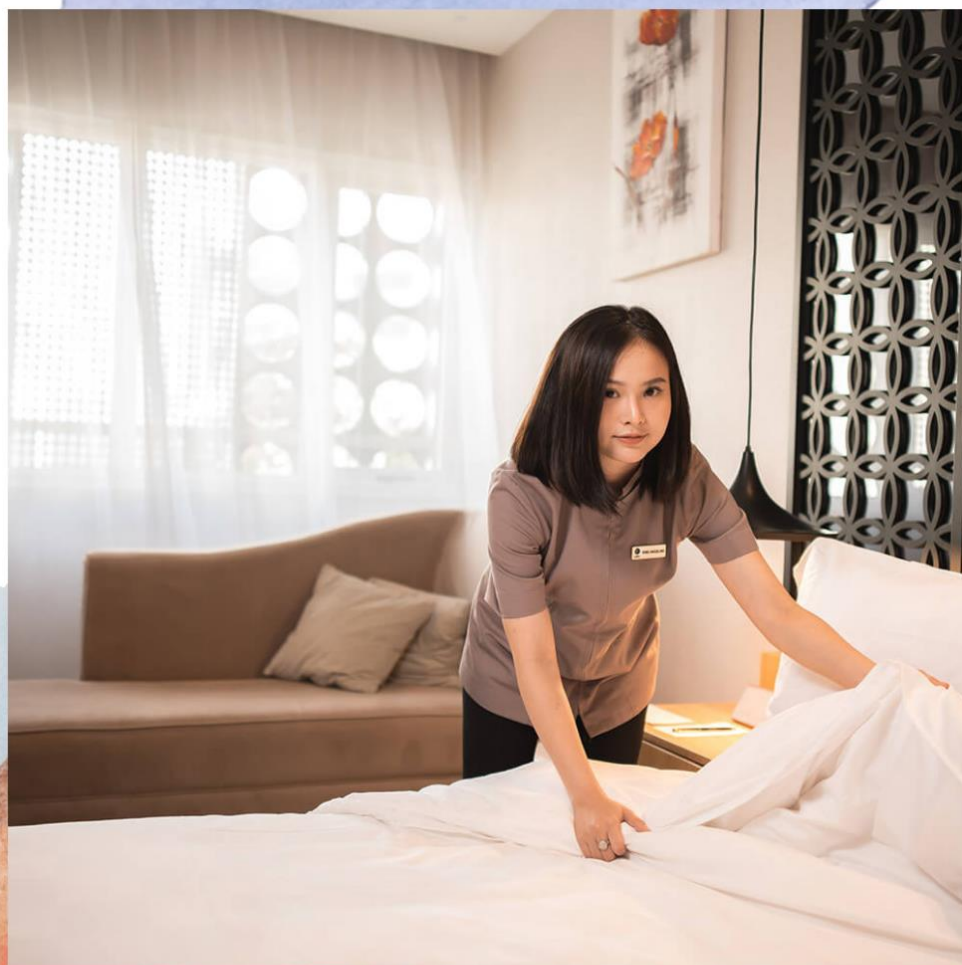


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# Hotel Housekeeping Standard Operating Procedures

*A manual book for professional hoteliers and hospitality students*

Yoanita Alexandra, S.E, B.A, M.Par



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## PREFACE

The book discussed comprehensive Standard Operating Procedure in Hotel Housekeeping. The hotel industry is getting progressive and keeps developing, hence being recognized as one of the industries contributing to Indonesia's tourism sector. Even though the pandemic hit and hurt the tourism sector, the hotel industry is still surviving while adapting to the new standard and health protocols. Hotel guests demand service quality. To ensure the cleanliness met the guest expectations, specific criteria have to be followed. The Hotel Housekeeping Standard Operating Procedures book contains comprehensive manuals for professionals in housekeeping. It is updated to the newest standard for pandemic and after pandemic situations, known as "New Normal."

Hotel Housekeeping Standard Operating Procedure is specially designed to meet the needs of hospitality students or vocational schools in the Room Division. It would also be an effective tool for professional hoteliers, managers, or Accommodations Business Owner (Hotel, Motel, Bed and Breakfast, Resort, or others) to aid them in the efficient running of Housekeeping Operations. Last but not least, "Enjoy the adventure of being a Hotelier!"

Yoanita Alexandra

# Hotel Housekeeping Standard Operating Procedures

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## INTRODUCTION

Housekeeping refers to the upkeep and maintenance of cleanliness and orderliness at commercial level. It is a process to keep desirable ambience in the house or any accommodation establishment, for example hotel, motel, inn, hospital, and so on. Housekeeping is one of the crucial department in the establishment, which is responsible for cleanliness, maintenance, and the aesthetic of rooms, public areas, back areas, also the surrounding area of the property. In the Hotel, Room Division itself contribute the largest share of sales, generating about 70% to 80% of room revenue.

Hotel is one of the hospitality industry who rely on its service, therefore maintaining standard is a must. The main reason is to meet or exceed the expectations of the guests, which is the essence of service quality. Housekeeping department has to maintain the hotel standard to meet the guest expectation, therefore it is very important to know and learn more about the standard operation of Housekeeping Department.

Further, in pandemic COVID-19 situation, there are several adaptation of Housekeeping operational activities, for example the usage of gloves, mask, and also disinfectant. In Indonesia, Hotel has to certified with CHSE (Cleaning, Health, Safety, and Environment) to make sure the hotel has standard cleanliness. This certification may improve the customer trusts to stay at the hotel. Housekeeping staff has to work following the hotel standard to keep the service quality, thus meeting the guest expectation when staying at the hotel.

Below are the Standard Operating Procedure for Housekeeping Department:

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 1

Subject : Trolley Setup

---

### Policy

Assure that the trolley has been set up correctly and that there are enough things for everyday use.

### Standards

- To put the Housekeeping trolley together.
- To fill it with enough supplies for daily operational activities.
- To be able to control the trolley properly.

### Procedures

- Each housekeeper is responsible for setting up his or her trolley before and after each shift.
- The items placed on the trolley must be adequate for that day's cleaning activities.
- Avoid overloading the trolley with linens, supplies, and other equipment, since this may damage the trolley.
- It is preferable not to over-stack things on the trolley since this will divert the housekeeper's attention away from the task of moving the cart.
- Housekeepers must use caution while handling the trolley to prevent accidentally striking the wall and tearing the Hotel wallpaper.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 2

Subject : Entering Guest Room

---

### Policy

Ensure that the room attendant followed the correct measures in cleaning the guestroom in a proper and recognized manner.

### Standards

- To ascertain the guest's availability before entry.
- To practice entering the guest room in the correct manner.

### Procedures

- If the room's status is not specified in the room assignment, check with the supervisor or phone the Housekeeping Office for the most up-to-date information.
- Go in front of the room, knock on the door gently, and say, "Housekeeping." Repeat three times. Count to ten each time you knock on the door.
- If the guest opens the door, greet him or her with "Good Morning/Afternoon/Evening" (as appropriate for the time of day) and inquire if the guest needs room service or not.
- If the guest does not respond, knock again, this time proclaiming "Housekeeping," and wait for a minute. Place your room key in the lock placed on the room door and open the door gently by pushing it open with your hand.
- Repeat "Housekeeping, Good Morning/Afternoon/Evening" in a clear voice after the visitor has opened the door since guests may not hear the sound of people outside their room.

- If the visitor is still in the room, apologize for bothering him/her and ascertain when he/she would want the room serviced.
- Make it more formal and appealing by including the guest's name.
- If the guest has attached a "Do Not Disturb" (DND) sign to the lockset handle on the entry door, do not knock or enter the room.
- Use the guest's name to make it more proper and pleasing.
- If the guest hangs the "Do Not Disturb" (DND) sign on the lockset handle at the entrance door, do not knock or enter the room.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 3

Subject : Cleaning Guest Room

---

### Policy

Ascertain that the room attendant enters the guest's room in an orderly manner without invading the guest's privacy.

### Standard

To gather all of the items and equipment needed to clean the guest room.

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Each guest room is cleaned and sanitized by one room attendant.
- Each room attendant provided their own work tools and equipment, such as cleaning tools, vacuum cleaners, and others.
- Ensuring cleaning of items used by guests, such as bedding, pillows, and towels in a hygienic manner.
- Room attendant wash their hands with soap/use hand sanitizer after cleaning
- Room attendant clean guest rooms one by one thoroughly, if it's finished they are prohibited from returning to the room to avoid contamination

### Procedures

- Enter the guest room and place a door wedge beneath the door to keep it open.
- To allow enough light into the room, open all of the drapes.
- Check any electrical equipment (lights, devices) to make sure they're in good working order. If there is a problem, notify the maintenance staff.
- Check any items left by the guest and mark them as lost and found.
- Remove all trash and useless things from the space.
- At the bedding area, remove all of the linens.
- Collect all linens from the sleeping area and the bathroom and place them in the dirty linen cart.

- Rearrange the bed and place each bed item in its proper place.
- Clean the toilet and begin organizing all of the toiletries.
- All of the furniture in the room are to be rearranged.
- Ensure that all furniture, tea sets, mirrors, and electronic gadgets are clean and dust-free.
- Ascertain that all amenities and room items are arranged in accordance with the Hotel's room arrangement.
- Before leaving the room, make sure the air conditioning is at a comfortable degree, and if there is a refrigerator, set the temperature to a comfortable level.
- Leave the room after spraying it with an air freshener.
- If the room is occupied, do not alter the settings made by the last guest.
- Before leaving the room, make sure that air-conditioning is set to the standard temperature and if there is any fridge in the room, set the temperature level to mid-level.
- Spray the room with an air freshener and leave the room.
- If the room is occupied, then do not change the settings that had been set by the guest.



*Picture 1. 1 Cleaning guest room*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP- 4

Subject : Cleaning Guest Bathroom

---

### Policy

Maintain the proper steps to ensure that the room attendant has cleaned the guest bathroom.

### Standards

- To make sure the room attendant uses the proper chemical for the job.
- To clean and set up the bathroom in the most precise manner possible.
- Ensuring that public bathrooms/toilets are hygienic, clean, dry, and odor-free, sufficient soap/hand sanitizer is available, water facilities operate normally, and are cleaned as often as possible after use

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Each guest room is cleaned and sanitized by one room attendant.
- Each room attendant provided their own work tools and equipment, such as cleaning tools, vacuum cleaners, and others.
- Ensuring cleaning of items used by guests, such as bedding, pillows, and towels in a hygienic manner.
- Room attendant wash their hands with soap/use hand sanitizer after cleaning
- Room attendant clean guest rooms one by one thoroughly, if it's finished they are prohibited from returning to the room to avoid contamination

### Procedures

- Enter the bathroom and remove all of the towels that have been used.
- Remove the dustbin from the bathroom as well as any remaining trash.
- Check all electrical equipment (lights, devices) as well as all faucets, bidet, and shower head to confirm that everything is in working order. If there is a problem, notify the maintenance staff.

- Make sure the vanity counter, hand basin, and mirror are all clean. The water tap should also be cleaned and polished.
- Flush the toilet bowl after cleaning it with the right chemical. Check that the flush is operating properly and that the water is flowing freely.
- Using the proper chemical, clean the shower cubicle.
- Make sure there is no dust, trash, or hair on the bathroom floor by cleaning it.
- Place all bathroom amenities in the bathroom in accordance with hotel standards.
- Fill in all of the clean lines and arrange them as needed.
- Make sure there is no trash, watermarks, or chemical residues left behind.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 5

Subject : Cleaning Guest Bed

---

### Policy

To ensure that the room attendant followed the proper processes and stages when cleaning and setting up the guest bed.

### Standards

- To determine the best techniques for cleaning the guest bed.
- To perfect the correct manner of creating the guest bed using the steps provided.

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Each guest room is cleaned and sanitized by one room attendant.
- Each room attendant provided their own work tools and equipment, such as cleaning tools, vacuum cleaners, and others.
- Ensuring cleaning of items used by guests, such as bedding, pillows, and towels in a hygienic manner.
- Room attendant wash their hands with soap/use hand sanitizer after cleaning
- Room attendant clean guest rooms one by one thoroughly, if it's finished they are prohibited from returning to the room to avoid contamination

### Procedures

- Remove the mattress protector as soon as it becomes dirty or damaged and replace it with a new one.
- Replace the duvet cover if it has become discolored or ruined.
- Each linen must be changed in a vacant room, with the exception of the mattress protector, which must be replaced if it is discolored or damaged.
- Bedsheets and pillowcases must be replaced in an occupied room. Only if the duvet covers or mattress protector is crumpled or discolored will it be replaced.
- Spread the mattress protector flat on the mattress once it has been opened.

- The elastic rubber should be hooked in all four corners of the mattress.
- Place the bed sheet on the bed and shake it to let the air out for all four corners' rubber edges.
- Place the duvet on the bed.
- Pull each side of the duvet inside the cover until you've reached the corners.
- Check that the top edge of the duvet is aligned with the top edge of the duvet cover at the head part of the bed.
- Shake the duvet out a little and lay it flat on the bed.
- Make sure the duvet is completely flat on the bed.
- Fold the duvet back.
- Replace the pillow right away if it is soiled or damaged.
- Make sure you have a set of pillowcases on hand.
- Remove the pillowcase from the pillowcase.
- Insert the pillow into the pillow case by folding it in half lengthwise.
- Make any necessary adjustments to the pillowcase.
- As is customary, place them neatly on the top of the bed.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 6

Subject : Taking Care of Housekeeping Cleaning Equipment

---

### Policy

Ascertain that the housekeeping department has taken good care of the housekeeping cleaning equipment by following the proper procedures in order to offer clean equipment.

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Cleaning certain equipment that must be used alternately with other disinfectants/cleaning fluids safe and appropriate

### Procedures

#### *Wet Mops*

- Should be rinsed thoroughly in cold water after each use and disinfected if necessary.
- Covering the mop head with a plastic bag after rinsing is recommended to keep it damp.
- Never touch the mop head with bare hands. Always use gloves.

#### *Dry Mops*

- Shake it vigorously.
- Soak for a few hours in water with a little detergent. Washed them by dipping in and out of the water.
- Hairs and lint should be removed. Rinse the dish well.
- Squeeze the mops to remove any excess water.
- To fluff the strings, shake the mop and hang it to dry.

#### *Brushes and a Broom*

---

- After each use, dust and fluff should be removed.
- Shake up and down in the warm water and soap lather when necessary.
- Rinse the brushes well. Give it a last rinse and a good shake.
- Scrub unpainted wooden handles and wipe those that have been painted.
- Allow the brooms to dry by resting them on the handle with the brush part at the top. The goal is to avoid applying pressure on the brush or bristle.

#### *Brushes for Scrubbing and Buffing*

- After each use, thoroughly rinse with cold water. To get rid of extra moisture, give it a good shake.
- Alternatively, hang to dry or stand on the handle end.
- Scrubbing and polishing brushes should never be left damp in a bucket.

#### *Duster & Dish Cloth*

- After each use, thoroughly wash and rinse.
- Allow airing to dry.

#### *Sponges*

- Sponges then have to be washed with soap and water and then thoroughly rinsed in cold water.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 7

Subject : Ensuring Correct Chemical Usage

---

### Policy

Housekeeping attendants can handle chemicals in a safe manner and take all required procedures when cleaning.

### Standards

- Choosing the best method for handling chemicals.
- When handling the chemical, take the necessary precautions.

### Procedures

- Ascertain that the chemical to be used is properly diluted with water according to the manufacturer's specifications.
- To guarantee that the correct chemicals are used to clean specific surfaces or areas, label the chemicals that must be utilized.
- To avoid confusion, make sure the chemical is loaded in a spraying bottle with a nozzle. Do not put chemicals in a drinking bottle.
- Do not use the same rag cloth to clean up multiple chemicals.
- Before spraying, make sure to have a half-meter gap between your face and the nozzle.
- If you get the chemical in your eyes by accident, rinse them off with water. If you unintentionally drank it, drink plenty of water to flush the chemical out of your system.
- Place the chemical in a secure location away from children and other unauthorized individuals.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 8

Subject : Cleaning light fixtures

---

### Policy

To verify that the light fittings are installed properly.

### Standards

- Proper cleaning of light fixtures is required.
- When cleaning, take all necessary safety precautions.

### Procedures

- All easy-to-reach light fixtures, such as floor man height, wall light, and table lamps, must be cleaned on a daily basis by housekeeping personnel.
- Clean with a moist cloth and ensure the light is turned off before cleaning. Also, double-check that the plug is securely fastened to the socket.
- Never use a moist towel to clean a light bulb, and always turn it off before cleaning it.
- If the shade is made of cloth, dust it with a gentle brush or vacuum the shade with the vacuum cleaner's hand tool.
- Cleaning should be performed at least annually on less accessible light fixtures using the genie machine and scaffolding.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 9

Subject : Cleaning Lobby Area

---

### Policy

The public attendant must make certain that the lobby space has been thoroughly cleaned, including all corners.

### Standards

To tidy the lobby's designated areas.

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Each guest room is cleaned and sanitized by one room attendant.
- Each room attendant provided their own work tools and equipment, such as cleaning tools, vacuum cleaners, and others.
- Ensuring cleaning of items used by guests, such as bedding, pillows, and towels in a hygienic manner.
- Room attendant wash their hands with soap/use hand sanitizer after cleaning
- Room attendant clean guest rooms one by one thoroughly, if it's finished they are prohibited from returning to the room to avoid contamination

### Procedures

*Cleaning the plant containers is the first step.*

- Cigarette buds, chocolate wrappers, and toothpicks should be removed from planters and plant places.
- Softly brush the outside of the planter.

*Cleaning the surfaces of the walls*

- If the wall surface is painted or washable wallpaper, remove spots with a sponge and multipurpose cleaner.
- Wipe any wooden panels with a wet cloth. Chemicals should not be used.

*Picture frames should be cleaned regularly.*

- With a dry cloth, wipe the images and frames.

*Metal fixtures must be cleaned.*

- Using a moist cloth, wipe any metal fixtures.
- If any of the surfaces begin to rust, use a metal polisher.

*Furniture cleaning*

- Clean the chairs' and table's legs, paying special attention to any marks.
- If required, spot cleans the upholstery.
- Upholstery should be vacuumed.
- The tabletop has been cleaned and is smudge-free.

*Keeping light fixtures clean*

- Dust the light fixtures on the walls with a moist cloth.
- The carpet should be vacuumed.
- Mop hard floors using a wet mop.

*Cleaning of the floors*

- Follow the spot cleaning method.
- Floor buffing and polishing will be done once every 2 or 3 months.
- Make sure to place the "wet floor" sign if the area cleaned is still wet.

*Keep the entry doors clean.*

- Fingerprints on doors and windows should be removed.
- Clean the entrance door and frame with a moist wipe to remove dust.

*Deep cleaning will be done on a regular basis.*

- A/C ventilation and ceiling lights
- Venetian blinds and a curtain are used in this room.
- Ceiling dusting
- Shampoo for carpets and upholstery.
- Leather polishing.
- Clean the floor thoroughly.

*Maintain contact during the day and evening shifts*

- When dust mopping and sweeping the lobby is required, it should be done.
- As needed, clean finger marks from furniture and windows.

- It's important to keep the ashtrays clean.



*Picture 1. 2 Lobby Dusting*



*Picture 1. 3 Lobby sofa vacuuming*

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP - 10

Subject : Cleaning Public Area Toilet

---

### Policy

To use a standardized and precise procedure for cleaning public restrooms.

### Standards

- To clean the public toilets in a proper manner.
- To offer a suitable chemical for application in appropriate locations.

### Procedures

*Preparation of the location is the first step.*

- Place the basket by the front door.
- Place a notice that says "wet floor" or "part closed" at the entrance.
- Put the hand glove on.
- Remove any dirt, empty toilet paper rolls, and empty all waste bins before wiping them out with disinfecting cleaner.

*Toilet and cubicle cleaning*

- Flush the toilet bowls and urinals and use a toilet cleaner to clean them.
- Clean each cubicle individually to ensure that guests can continue to use these facilities.
- Scrub the interior of the toilet bowl using a toilet brush, making sure to get all of the edges and corners; make sure the toilet isn't worn out. Use a sponge and a multi-purpose cleaner.
- Clean the toilet bowl and seat on the outside. Dry material should be wiped away as soon as possible.

- The toilet should be flushed.
- The cubicle's walls and partitions, as well as the doors, should always be kept dry.
- Toilet paper should be replenished.

#### *Urinals must be cleaned*

- Using a multi-purpose cleaner, dampen and wipe clean dividers around the urinal basin.
- Flush the Urinals to rinse the chemicals.
- All chromes attached should be polished.

#### *Wash Basin cleaning*

- Clean the basin bowls, taps, stoppers, and basin tables with a multi-purpose cleaner and a sponge.
- Make sure there are no water marks on the taps by buffing them.
- Use a dust-free cloth and clear water to clean all mirrors; use the cloth with glass cleaner.
- Wipe the mirror frames clean.
- Clean all light fixtures and containers with a damp cloth.
- Hand soap should be replenished.

#### *Doors must be cleaned*

- Wipe the doors and frames with a moist cloth.

#### *Walls should be cleaned*

- Remove any dirt or blemishes from the walls.

#### *Ceiling dusting*

- Dust the air vents using a duster to eliminate any cobwebs or dust.

#### *Keep the floor clean.*

- Sweep and damp mop the floor in accordance with standard sweeping and mopping procedures.
- Any maintenance that is required should be reported right once.

#### *Perform a spot check*

- If the toilet is regularly used, it is necessary to conduct a spot check of the toilets and clean them as needed, as well as to monitor the replenishment of supplies.
- At this time, sweeping is sufficient, and mopping can be done when the area is less crowded.

*Clean on a regular basis (do this at night when the traffic is light).*

- Ceiling dusting
- A/C ventilation is available.
- Clean the walls.
- Intensive hard floor maintenance is required.
- Intensive hard floor care.



*Picture 1. 4 Cleaning Public Toilets*

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP- 11

Subject : Cleaning F&B Outlet

---

### Policy

To check that the right and suitable procedures for cleaning F&B outlets have been followed.

### Standards

To maintain a clean F&B establishment and to ensure that the atmosphere is pleasant.

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Seating and distance between guests are set at least 1 (one) meter or make technical engineering such as installing partitions on tables.
- Provide a means of washing hands with soap (CTPS)/hand sanitizer in the restaurant/coffee shop.
- Public areas and property are cleaned with a safe and appropriate disinfectant/other cleaning liquid on a regular basis.
- Trash can cover are closed properly

### Procedures

#### *Containers for Plants Cleaning*

- Cigarette buds, chocolate wrappers, and toothpicks should be removed from planters and plots.
- Wipe the surface with a wet towel.

#### *Wall surfaces must be cleaned*

- Stains on walls can be removed with a sponge and multipurpose cleanser, but only if the surface is painted or the wall paper is washable.
- Wipe wooden panels with a wet cloth.

#### *Metal fixture cleaning*

- Clean chairs and legs as well as table legs; pay special attention to shoe marks.
- Vacuum upholstery.
- The tabletop is cleaned by the F&B staff.

#### *Floor cleaning*

- The carpet should be vacuumed.
- Sweep the floor using a clean broom and then mop it with a wet mop.

#### *Regular cleaning includes the following:*

- Venetian blinds and curtains
- A/C ventilation.
- Ceiling dusting
- Shampoo for carpets and upholstery.
- Leather chairs should be polished, and wicker furniture should be wet wiped with a light detergent solution.
- It is recommended to scrub the tiled floors at least once every two or three months.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-12

Subject : Cleaning Front Desk Area

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### Policy

The housekeeper is expected to make sure that the front desk area has been cleaned and organized in accordance with hotel policies and procedures.

### Standards

Step-by-step processes must be followed.

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Public Attendants clean all tools used in the payment process with disinfectants/other cleaning liquids that are safe and appropriate, immediately after the transaction is made.
- Staff at the concierge service clean guest belongings in a safe manner, using disinfectants/other cleaning fluids that are safe and appropriate.
- Staff wear uniforms equipped with the necessary personal protective equipment.
- The reception desk is equipped with at least hand sanitizer and tissue.
- Arrange the reception desk to maintain a safe distance between the receptionist and guests of at least 1 (one) meter or carry out technical engineering such as installing transparent shields/partitions between the receptionist and guests.

### Procedures:

- Empty and replace ashtrays that have become filthy—stock up on matches.
- Remove garbage from receptacles. Liners for waste baskets should be replaced.
- Cleaning is required for light fixtures and ornamental wall objects.
- The front desk surfaces must be dusted and polished. Clean from top to bottom, give special attention to fingerprints, smudges, and scuff marks.
  - Organize the folder and documents. Nothing should be moved or thrown away.
  - Inform the supervisor of any surface damage.

- Clean the wall spot-by-spot, clean them on sections. Examine the area surrounding switches and electrical outlets for smudges.
- Use the vacuum cleaner to clean the area behind the front desk. Cover any exposed carpet areas that you can access, including those beneath tables and chairs. To reach hard-to-reach regions and edges, use a broom.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-13

Subject : Cleaning Back of the House's staircase

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### Policy

To clean staircases properly and to maintain a clean and attractive space.

### Standards

To guarantee that stairways and railings are constantly dirt-free.

### Procedures

#### *Sweeping the stairs*

- Begin sweeping the steps at the top and work your way down.
- Collect all debris using a dustpan and dispose of it in a rubbish bag.
- Sweep a portion thoroughly before wet mopping.

#### *Cleaning the handrail*

- Wipe down the handrails of the stairs with the multipurpose cleaner, wiping from top to bottom.



Picture 1. 5 Cleaning the Handrail

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-14

Subject : Cleaning Elevator

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### Policy

Ascertain that the hotel elevators have been cleaned properly in order to maintain the hotel's quality.

### Standard

To clean the elevator and ensure that the elevator unit is in excellent working order.

### Procedures

#### *Preparation*

- The elevator should be brought to the quietest floor and shut down. This is done only after the entire house is cleaned. While the elevator is in service, follow-up will be conducted.

#### *Ceiling and light fixture cleaning*

- Utilize a ladder to get access to high areas.
- With a moist cloth, wipe the ceiling and lighting and then dust with a dry duster. If the bulbs are open, clean only with a dry cloth, avoiding direct contact with the hot bulb.

#### *Clean the mirrors*

- Clean the mirror surface with a towel dampened with warm water.
- Retrace your steps to check that no markings remain.

#### *Dusting all surfaces*

- Clean the vertical surfaces using a damp duster. Avoid using chemical cleaners on these surfaces.

*Clean the door tracks.*

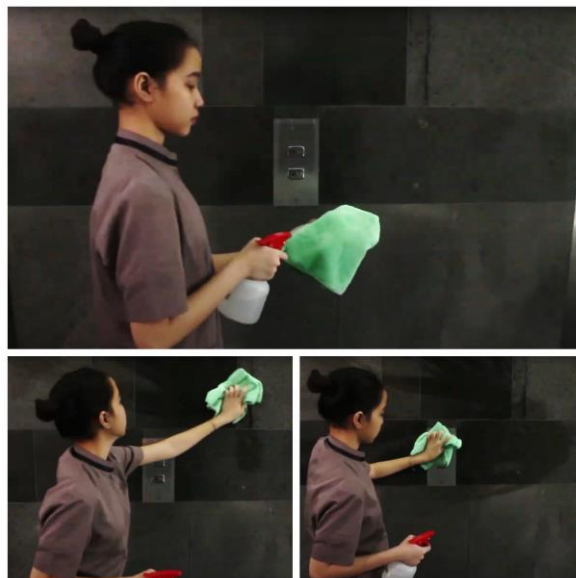
- Remove debris and grime using the hand brush.
- With a wet towel, wipe the tracks.

*Wipe the inside of the door with a damp cloth.*

- Wipe the surface clean with a wet towel.
- Remove difficult-to-remove smudges from the surface with a metal polisher.

*Final touches*

- Clean out the elevator of any cleaning supplies.
- Allow the elevator to operate normally.
- Allow the doors to close completely, and then wipe the exterior of the doors clean.
- Notify the Housekeeping Supervisor of any maintenance issue promptly so that the Maintenance Department can be notified.



*Picture 1. 6 Elevator Button Cleaning*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-15

Subject : Ensuring Daily Carpet Maintenance

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### Policy

Housekeepers are to be assured that all carpets have been cleaned on a regular basis and are properly arranged to enhance their look.

### Standard

To clean the carpets and to keep them properly.

### Procedures

#### *Vacuuming*

- Vacuum the carpet at least once a week and more frequently in areas with heavy usage.
- Clean the carpet's corners and edges with the vacuum cleaner's hose.
- Begin at the farthest end of the room and make your way back toward the entry door, stepping backward; this will prevent you from complimenting the carpet by treading on it again.

#### *Eliminating blemishes and stains*

- Determine the spilled material.
- Begin at the perimeter of the area or stain and work inward, following the pile's direction. Avoid rubbing the material into the pile, as this will permanently embed the discoloration.
- To clean an area, start with cold water. If the stain persists, apply a spot remover agent.

*Always begin with the least chemical agent.*

- Take the following precautions before doing the method outlined above:
- Always read the manufacturer's label on any solvent to see whether it contains any hazardous or combustible ingredients.
- Never forcefully brush an area or stain.
- Avoid using excessive water or solvent. This may leave rings or cause damage to the carpet's reverse side.
- Never step on a damp place. This has the potential to deform the pile and result in resolving.



*Picture 1. 7 Daily Carpet Vacuuming*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-16

Subject : Room Key Handling Procedures

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### Policy

Each key provided to a responsible cleaning maid must be properly and carefully handled.

### Standards

- To carefully protect the key.
- To keep track of key issuance and return.

### Procedures

- Each housekeeper who takes a key from the Housekeeping office must document the date, time, and kind of key taken, as well as their signature.
- The key must be managed and protected carefully. And each individual is responsible for ensuring that no key is misplaced in his or her possession.
- The housekeeper must also ensure that they have not caused any damage to the key (for example, to scratch it, fold into two, put it nearby magnet wave, or broke it).
- Once their duty is over, maids must return the key and write it in the key log book.
- The key obtained from the maids must be securely secured and stored in a secure location.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-17

Subject : Cleaning Rooms with DND sign

---

### Policy

To guarantee that rooms with a DND symbol are treated appropriately in order to maintain the room's cleanliness and hygiene.

### Standard

To keep track of and update the DND room status that will be cleaned by the housekeeping attendant.

### Procedures:

#### *Morning Shift*

- After 12 p.m., the room attendant will notify the Housekeeping Supervisor of any rooms with a DND sign that are scheduled to be vacated. The supervisor will take note and notify the PM Supervisor.
- At 2 p.m., if occupied rooms are on DND, the Housekeeping Supervisor is to phone the room to ascertain the time the visitor needs his room to be serviced.
- If no response is received, the Housekeeping Supervisor is required to enter the room.
- If the guest is not there and no valuables are left in the room, the room attendant is assigned to clean it.
- The guest should not be disturbed if he or she has double-locked the door.
- Every hour, room attendants will check on rooms marked DND.

- The Housekeeping Supervisor/Coordinator shall record all DND rooms pending assignment from the morning to the evening assignment.

#### *Evening Shift*

- The DND sign should be observed during turn down, and the guest should not be contacted after 8 p.m.
- It is the room attendant's obligation to verify that all DND signs remain on at the conclusion of his/her shift. Throughout the shift, the room attendant would regularly check on the room's state. The Housekeeping Supervisor should be notified of all DND rooms at all times.
- The housekeeping supervisor will record in the log book all rooms that received a DND sign the next morning shift.

#### *Housekeeping would enter the room because:*

- The guest may have missed turning off the DND indicator.
- The guest may require medical attention

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-18

Subject : How to Prevent Fire Accidents

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### Policy

To ensure that the housekeeper's working environment is safe and away from any potential fire starters.

### Standard

To ensure that everything is in a safe state in order to give the greatest degree of security to guests.

### Procedures

*All housekeepers must be educated to observe the following fundamental preventive rule:*

- Please report any missing or damaged emergency exit signs.
- Report frayed, worn, or broken wiring in a guest room or in equipment.
- Staircases, landings, service elevator landings, and corridors should never be utilized for storage.
- Do not smoke in any other locations than those specified.
- Before disposing of cigarettes, make sure they are completely extinguished.
- Empty all the ashtrays on a regular basis, from guest corridors to other public spaces.
- Never leave laundry or rubbish bags in unsecured places or corridors.
- Turn off the television in the guest room.
- Keep an eye out for burn marks and report them.
- Housekeepers and managers must ensure that electrical appliances used by guests, such as irons, are turned off.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-19

Subject : Lost & Found Handling Procedures

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### Policy

Each item left in a checked-out room or public area must be reported to and dealt with by the Housekeeping Department.

### Standards

- To inspect and identify objects that have been left behind.
- To keep track of any lost or found goods that are received.
- To process things received.
- To revert to their rightful owners.

### Procedures

#### *Lost and Found*

- Any Lost and Found items must be delivered immediately to the Housekeeping Office.
- Never place a discovered object in the pantry, other storage areas, or on a trolley.
- The Housekeeping Office is in charge of all Lost and Found items.
- Contact the Housekeeping Office immediately if any item is discovered.
- Anything left unattended in a vacant room or other guest spaces should be considered a Lost and Found item.

*Turn over the item to the floor supervisor*

- Take it to the Housekeeping Office and record the item's location, date, and time of discovery in the Lost and Found log book. The item will be placed in the cupboard labeled "Lost and Found."
- A numbered tag will be attached to the missing item. The number relates to the log book entry.
- The Security Manager should manage any valuable lost and recovered items (jewelry, cameras, etc.).
- Valuable things should be placed in the Front Office safe box, with Executive Management and the Housekeeper responsible for their management.

#### *Guest calls*

- When the guest phones, the guest must be able to identify the things convincingly.

#### *Transporting the item*

- The Executive Housekeeper is responsible for ensuring that the correct item is sent from the Concierge desk to the correct visitor.
- The Guest will be asked how he/she wants the item to be delivered or when he/she wishes to pick it up personally.
- Items will be sent to the guest at the hotel's expense as a gesture of goodwill in the shortest amount of time feasible.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-20

Subject : Maintaining Grooming & Appearance

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### Policy

Assure that the housekeeper kept a neat, tidy, and fresh look while on the job.

Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)

- Health protocols are adhered to, namely wearing masks, face shields.

### Procedures

- Keep tidy and positive at work.
- At any moment, perform a self-check and a grooming check.
- Wear a clean uniform with all buttons fastened. Take care not to roll up the cuffs or sleeves.
- If the uniform is damaged, wrinkled, unclean, or stinky, it should be replaced.
- Wear the nametag appropriately with the uniform, as it is a component of your outfit.
- Wear shoes and socks.
- Males wear black shoes and socks.
- Females wear formal black shoes and neutral color stockings.
- Examine the shoes for cleanliness, shine, and condition.
- Make sure your socks and stockings are clean, fresh, and without holes.
- Check uniform: clean, ironed, no tears or damage. No buttons gone.



*Picture 1. 8 Housekeeping Grooming Standard for Ladies (Left) and Gentleman (Right)*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-21

Subject : Checking Uniform Standard

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### Policy

- Assure that the housekeeper always maintains a professional look while on the job.
- Ascertain that all standards are adhered to at all times.

### Standard

Supervisors must inspect the housekeeper's uniforms and appearance during briefings and on a spot basis throughout the day.

### Procedures

- The uniform should be clean and free of stains, rips, and odors.
- All buttons should be buttoned up.
- Avoid rolling up sleeves and changing if the uniform does not fit properly.
- Wear your name badge properly.
- Males should wear black shoes and socks, while females should wear black shoes and body-color socks.
- Ascertain that the shoes and socks are free of rips or damage.
- Hair must be well combed and groomed for male housekeepers; it should not cover the eye brow, and the back should not touch the collar or extend over the ears.
- Ascertain that you arrive at the office 15 minutes prior to the start of the shift.
- For female housekeepers, long hair should be pulled back with a hairnet, short hair should not extend past the shoulders, and all hair pins should be black in color.

- Nails should be kept short and natural in color. Nail paint is permitted but only in natural colors.
- While on duty, large or dangling earrings, bracelets, or chains are prohibited.
- No ring is permitted unless for an engagement or wedding ring.
- Advise housekeeper to do a breath check.
- Additionally, the supervisor will be responsible for inspecting and correcting the housekeeper's clothing and appearance at any moment during working hours.
- Pay special attention to how their uniform is arranged, such as whether a button is open or the sleeves are pulled up.
- Remind the housekeepers to maintain a professional look.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-22

Subject : Ensuring Proper Body Language & Attitude

---

### Policy

The Housekeepers must maintain a courteous and professional demeanor while interacting with customers in order to demonstrate respect for them.

### Procedures

- Keep proper etiquette at all times and in all locations when serving the guests.
- Take care with cleanliness. At all times, wear your name badge. Do not put your hand in your pockets while on duty.
- You should never lean against the wall to maintain professional looks.
- In front of the guest, do not smoke, pick your teeth, spit, or brush your nails.
- Pace yourself but do not run.
- When strolling with guests, allow them to pass first and maintain a pleasant demeanor and a grin on your face.
- While speaking, maintain a polite distance from the guest.
- Maintain a straight posture and avoid crossing your arms.
- Keep eye contact with the guest.
- Attend the guest's every word and refrain from interfering when he or she is speaking.
- Bring a positive attitude to work. Provide your finest service politely

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-23

Subject : How to Conduct Briefing

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### Policy

Examine and guarantee that all necessary work can be completed in order to satisfy all requirements and assure guest satisfaction in order to develop a team of professional staff.

### Procedures

- Conduct a check of the housekeeper in accordance with the sign-in sheet and timetable.
- Greet the housekeeper in accordance with the time of day.
- Examine the look and grooming of each of the housekeepers.
- Verify name tags and enforce any standards that are not being met.
- Bring all required paperwork and log books to the morning briefing.
- Meet all of the housekeepers in the housekeeping office.
- Ascertain that everyone has a pen with which to take notes.
- Discuss the day's important duties.
- Discuss the arrival of guests and VIPs, as well as any special remarks.
- Recognize the group's arrivals.
- Discuss any special requests or tasks made by a guest.
- Analyze guest remarks.
- Discuss any issues that have arisen.
- Evaluate any necessary follow-up.
- Notify housekeeper of any special occasions, banquets, or hotel-wide activities.

- Before concluding the briefing, ensure that housekeepers have no questions and are aware of their responsibilities.
- Verify that your housekeeper has a firm grasp on the responsibilities.
- Inquire about anything that is confusing.
- Solicit comments and suggestions from your housekeeper.
- Inform the Assistant Manager of any significant concerns.
- Always identify areas for improvement in the housekeeper's everyday work and fix them during a 15-minute brief training session.
- Get feedback or suggestions from your associates.
- Report any major concern to the Assistant Manager.
- Always pick up some areas for improvements for associates during their daily work and correct them within 15 minutes of short training.



*Picture 1. 9 Morning Team Briefing and Stretching before work*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-24

Subject : Communicating with Housekeeping

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### Policy

Communication with guests and attendants must be handled correctly and genuinely in order to demonstrate respect for them and to foster a positive work environment.

### Procedures

- The Housekeeping Office is critical in interacting with guests and across departments. If this department performs poorly, it will have an adverse impact on service quality, quality of work, and the hotel's image.
- Control Desk is expected to pick up the phone within the first three rings.
- When the attendant answers the phone, be courteous: "Hello, this is xxx (your name) from Housekeeping; may I assist you?"
- Always keep in mind to contact other Departments through the Housekeeping Office and to report any unusual behavior.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-25

Subject : How to Greet a Guest

---

### Policy

Ensure that all guests are greeted appropriately by housekeeping attendants.

### Procedures

- While on duty, do not fold your arms. Maintain a straight posture and avoid slouching.
- Greet guests with a smile and a clear voice, as appropriate for the time of day.
- While greeting the guest, refrain from walking or working.
- Make friendly eye contact with the guest. Do not gaze.
- Maintain a straight posture. Do not slouch.
- Allow the guest to depart first.
- To greet the guest using the phrase "Good morning/afternoon/evening" (according to the time of the day).
- If possible, use the guest's name.



*Picture 1. 10 Greet the guest with a smile*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-26

Subject : Controlling Housekeeping Operational Phone

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### Policy

Ascertain that associates' operational phones have enough features to ensure effective service.

### Procedures

- All housekeeping operational phones are stored in the Housekeeping office's phone cupboard.
- The Housekeeping Office coordinator is responsible for issuing and returning the phones. Daily inventories are necessary.
- When the housekeeping attendant sign-in, the Control Desk issues a detachable phone from the housekeeping office.
- A detailed record of phone issues is kept with the attendant sign-in/out sheet.
- Ensure that the phone is free of damage or malfunction.
- After getting the phone, clip it to your waist belt.
- Leave the phone on until attendants are no longer on duty and return it to the Housekeeping Office.
- Keep out of the pocket of the uniform
- When the phone beeps, it quickly returns.
- If paging is accomplished through code message, make a follow-up contact to the Housekeeping Office after finishing the task. Notify the Office when the assignment is completed.
- While on duty, do not turn off the phone. Even when on duty, promptly exit when paged.

- If unable to precede any coded message, immediately contact the Housekeeping Office to notify and request assistance.
- When not on duty, all phones are returned to the Housekeeping Office.
- At the conclusion of the nighttime shift, the office coordinator should inventory all phones and turn them over to the office coordinator for the following shift.
- Ascertain that no phones are returned damaged.
- All phone malfunctions should be reported to the Office coordinator.
- If a phone is not functioning properly, contact the office coordinator.
- If a phone becomes unusable, the office coordinator should inform the telephone department's manager.
- It should be noted that each phone that is turned in for repair should be recorded.
- A note informing the phone and the condition of the lost phone should be kept in the normal holding location of the phone.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-27

Subject : Following Occupational Health and Safety Standards

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### Policy

To adhere to hotel-specific occupational health and safety regulations.

### Procedures

- Read carefully and try to comprehend the directions for all types of chemicals.
- Ascertain that you understand the procedure's operational procedures prior to employing it.
- Always test a small area initially to determine the effect.
- If any chemicals go into the eye, immediately wipe them out or consult a physician.
- Avoid using bare hands while working with powerful chemicals.



*Picture 1. 11 Using gloves for chemical handling*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-28

Subject : Performing Monthly Linen Inventory

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### Policy

To maintain a proper inventory count in order to guarantee that an appropriate supply of linen is available for the hotel's operation. This will assist housekeepers on the front line in providing efficient service that delights guests.

### Procedures

- One week before the inventory date, send a note to all relevant departments.
- Include the precise time and location for each section, as well as the methods for preparation.
- Monthly inventory checks on rooms are required, whereas seasonal inventory checks on food and beverage are recommended.
- There will be no exchange of soiled items for clean ones during the inventory period.
- No linen should be changed throughout the inventory, taking time.
- When linen room employees visit each outlet during the individual outlet's inventory taking time, each outlet is expected to separate various sorts of linens (dirty and clean) and compute the figure. The Supervisor of each outlet must be on-site throughout the inventory-taking procedure.
- The associate is necessary to complete the inventory form against the physical linen figure and input the goods on the form into the guest room.
- At the conclusion of the assignment, the associate must count the real quantity of each type of guest room linen stored in the pantry.
- Before leaving duty, the supervisor will collect all inventory forms for the response level and submit them to the linen room in charge.

- While F&B or guest room linen inventories are being done, the uniform room must complete all linen counts in the department.
- Within three days of the activity, a separate report detailing the figure of F&B linen and guest room linen inventory should be produced.



*Picture 1. 12 Performing Linen inventory*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-29

Subject : Master Key Sign Out Procedures

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### Policy

The security of the keys and the guest's possessions must be given the utmost priority in order to demonstrate care and respect for the guest.

### Procedures

- When signing in at work, the supervisor and attendant use the floor master key. Distribution is the responsibility of the office coordinator.
- The key must be distributed once the office coordinator verifies the signature.
- The office coordinator is solely responsible for one colleague at a time.
- Complete the logbook with the right information, including the floor number, date, and signature. After signing out, no one else can steal the master key.
- Put the key in the pocket of your work pants and connect it to the trousers/skirt.
- Ensure that there are no magnetic or brittle items in the pocket.
- The key must not be bent or damaged; if it is, notify the Clerk or Supervisor.
- After taking, the key must not be loaned to anybody from another department.
- After finishing the distribution, the relevant staff must verify that the distribution was made in accordance with the record.
- Take care to ensure that the keys are distributed correctly.
- In the event of a loss, secure the key box.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-30

Subject : Staffs' Sign-in Procedures

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### Policy

Maintain an accurate attendance record in order to maintain order and give keys properly.

*Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)*

- In the queue at the entrance, housekeepers maintain a distance of at least 1 (one) meter from other people or carry out technical engineering such as installing partitions and/or arranging housekeeper entry flows.
- Always wash your hands with soap/use hand sanitizer.
- Take body temperature measurements at housekeeper entrances. If a temperature is found to be 37.3°C (2 checks with a distance of 5 minutes), you will not be allowed to enter unless you have a valid Covid-19 negative/non-reactive test result.
- Clean housekeeper belongings in a safe manner, using disinfectants/other cleaning fluids that are safe and appropriate, before being brought in.
- Housekeeper take attendance
- Remind housekeeper if they do not comply with the health protocol

### Procedures

- Dress in uniform 15 minutes early to guarantee on time for work.
- Examine the cleanliness and condition of the uniform; there should be no stains, damage, or missing buttons.
- Men's hair should be kept away from the collar and face. The woman's hair is nicely pulled back. No heavy makeup or nail paint, and no long dangling earrings.
- Ascertain that the name tag is securely fastened.
- Obtain the section key by signing name and time on the sign-in form, radio (operational phone), and key logbook.
- Take care not to talk excessively loudly.
- Take the worksheet and the key to the floor.
- Utilize the escalator. Avoid walking around the floor speaking loudly.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-31

Subject : Staff's Sign-out Procedures.

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### Policy

To avoid needless up-and-down trips in order to give constant service to visitors.

### Procedures

- Do the last check of the Pantry for any goods that might have been left behind, such as Lost & Found items, items on loan to visitors, food, and F&B utensils. All of the goods listed above must be carried down to the housekeeping office rather than left in the Pantry.
- The Supervisor is responsible for inquiring with Guest Service Associates about the aforementioned concerns and any unusual occurrences in guest rooms.
- Before departing, check that the basin faucets are turned off and the Pantry lights are turned off.
- The hotel ambiance has to keep at a calm level; no screaming or rushing is allowed when exiting the floor.
- At this point, the keys should be gathered from the room attendants. Except in emergencies, this is the only period permitted for taking goods downstairs and visiting the housekeeping office.
- Put away all the waste bags in the garbage room. Take care not to clog the passage area.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-32

Subject : Placing Guest Room Amenities & Supplies

---

### Policy

The guest room amenities must be well organized to minimize excessive traffic from the pantry and to guarantee that the amenities are not harmed due to improper handling.

### Procedures

- On a daily basis, carefully and neatly arrange all guest room items in the room attendant carry basket.
- Each carrying box should be equipped for the facilities of the room.
- The wooden box should be cleaned on a regular basis, and the supervisor should inspect it to verify its cleanliness.



Picture 1. 13 Placement of coffee and tea

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-33

Subject : Servicing Guest Room with DND sign

---

### Policy

- To treat guests with dignity while guaranteeing guest satisfaction.
- Ensure the safety of the guests and their valuables.

### Procedures

- Ensure that any DND-signed rooms that have not been serviced are reported to the call center by 2:00 p.m.; make a note of the "DND" room on your daily work sheet, noting the time.
- When it is the proper time to clean up the room, the call center will notify the guest and the room attendant.
- If there is no response from inside the guest room, the contact center will notify the floor team leader, and the team leader will attend the DND room with the room attendant to inspect the room's condition.
- On your worksheet, record the time you observe the 'D.N.D.'
- During the PM shift, the DND room and GRS room shall be informed of the DND notice beneath the door for one day.
- Report to the Front Office so that a record may be kept.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-34

Subject : Room Cleaning Procedures

---

### Policy

To guarantee an efficient operation in order to provide guests with attention and service.

*Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)*

- Public goods in guest rooms are cleaned with disinfectant/other cleaning liquid that is safe and appropriate.
- Provide facilities for hand washing with soap (CTPS) / hand sanitizer in the room.
- Each guest room is cleaned and sanitized by one room attendant.
- Each room attendant is provided with their own work tools and equipment, such as cleaning tools, vacuum cleaners, and others.
- Ensuring cleaning of items used by guests, such as bedding, pillows, and towels in a hygienic manner.
- Room attendants wash their hands with soap/use hand sanitizer after cleaning one guest room and will move to the next guest room.
- Room attendants clean guest rooms one by one thoroughly, once they are finished, they are prohibited from returning to the room to avoid contamination.
- Room attendant should be reminded if they do not comply with health protocols

### Procedures

- Prepare five different types of cleaning clothes. As an example:
  - 1 for dusting (red/white) (could be different for your hotel)
  - 1 (green/white) for cleaning glasses (could be different for your hotel).
  - 1 (white) for cleaning the wash basin and bathtub (could be different for your hotel).
  - 1 (blue/white) for cleaning windows and table glass, mirror (could be different for your hotel).
  - One for toilet cleaning (white and black thread) (could be different for your hotel).
- Raise the sheer curtain.
- Remove used glasses and cups.
- Place ashtrays in the basin.

- Remove the trash can.
- To produce a soapy solution, spray a multipurpose cleaning agent.
- Remove the duvet cover and set the duvet on a chair.
- Pay attention while stripping sheets or duvets to prevent taking away any of the guest's things that may be hidden inside the linen.
- Check the inner of the pillow by removing the pillowcase. If required, make a change right away.
- Check the mattress pad for cleanliness and replace it (if required).
- Remove all dirty linen from the bathroom.
- Soiled linen should be taken to the pantry and double-checked before being thrown out in the linen chute.
- Take the larger items first, such as the sheets and duvet covers, and then the towels and guest supplies.
- Fold the dusting cloth nicely, then spray it with a multi-purpose cleaning agent.
- Make the bed in accordance with the "Makeup Bed" guideline.
- Begin at the front entrance and work your way clockwise.
- As you travel through each location, take note of what is lacking.
- Replenish in accordance with the normal procedure.
- Vacuum the guest room in accordance with the method once all supplies have been restocked.
- Spray air freshener in the center of the room. Hold the nozzle high and spray once in each direction.
- As you walk through each section, take note of whether or not everything is in good functioning order. Inform the Engineering Department if there is a problem or if repairs are required.
- Stand at the entryway and take a glance around to check that no area has been overlooked.
- In occupied rooms, the door should be closed and a makeup room card placed on the door.

- When cleaning unoccupied rooms, the door should be left open.



*Picture 1. 14 Always open the sheer curtain before start cleaning the room*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-35

Subject : How to Clean Electric Kettle

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### Policy

Housekeepers are expected to always maintain a high level of cleanliness in order to please hotel guests.

### Procedures

- If there is a C/O room or clean water, the water should be cleared.
- If the room is occupied, disconnect the switch to avoid harming the kettle.
- Rub the inner and outer surfaces with a moist cloth that has been soaked in detergent.
- Thoroughly rinse the kettle with water.
- Using a clean glass towel, dry the kettle.
- Pay special attention to the inner surface, which can quickly turn yellow.
- When cleaning the surface, never use scouring pad cream since it will harm the surface and make the harbor unclean.
- Kettles must be cleaned on a daily basis.
- Never submerge the kettle in water to clean it.
- As time passes, the water residue will adhere to the inner surface, turning it yellow.
- Rub it off with a water scale remover/toothpaste and rinse with warm water.
- Check that the kettle is completely dry.
- For a few seconds, turn on the kettle. The kettle is operational if the red light is on.
- Never leave the kettle plug plugged in unsupervised.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-36

Subject : How to Clean the Glasses

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### Policy

To provide clean and hygienic cups for guest use in order to ensure the excellence of service.

### Procedures

#### *Cleaning*

- To guarantee disinfection, soak the glasses in hot water and remove the spots with hot water.

#### *Drying*

- Use an all-purpose cleanser and a sponge to clean the glasses. Thoroughly rinse with hot water.
- Place the glasses on their side.
- Place a clean pair of clothing in your left hand.
- With your left hand, pick up the glass and the towel to wipe the inner of the glass.
- Wrap the cloth over the entire pair of glasses and pat its outside dry.
- If the glass suddenly breaks, take care not to cut your hand.
- Make sure you don't shatter the glass.
- Turn the glass with your right hand's thumb and wipe it clean until it dries.
- Examine the glass for any defects in the light.
- Place the glass back on the vanity top.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-37

Subject : How to Clean Ice Bucket

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### Policy

To clean the Ice Bucket according to the hotel's policies and cleanliness standards.

### Procedures

- In the bucket, there should be no clear water or ice.
- Detergent should be used to clean the bucket and its lid.
- Hot water should be used to rinse the ice bucket and its lid thoroughly.
- Pay close attention to the bucket's rubber rim, as black mold or a yellowish discoloration may form there.
- Wipe off the surfaces of the ice bucket, as well as the corners, using a dry towel.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-38

Subject : How to Change Pillow Case

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### Policy

Verify that the correct techniques for changing the Pillow Case were used.

*Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)*

- Replacement of linen such as pillowcases, sheets, and blankets is done once.
- Room Attendants wash their hands with soap/use hand sanitizer after cleaning one guest room and will move to the next guest room.
- Room attendants clean guest rooms one by one thoroughly, once they are finished, they are prohibited from returning to the room to avoid contamination.
- Room attendant should be reminded if they don't comply with health protocols

### Procedures

- Strip the pillow by first opening the pillow case, holding the other end corners, and then pulling the cushion out.
- Examine the pillow case for stains and set it aside for special care.
- Check for stains on the inside slip case and replace if any are discovered.
- Check the cushion for stains or damage and replace it if any are detected.
- Fluff the cushion.
- Beat the feather pillow on all sides to fluff it.
- Fold the cushion in half at the center.
- Hold the cushion in the center.
- Open the pillow case and set it on the bed.
- Insert half of the pillow into the pillowcase.
- Pull the pillow covering up to cover the pillow.
- Each corner of the pillow should correlate to the pillow case, as well as side to side.
- Fold the open end of the pillow case neatly.
- Hold the opposite end of the cushion in a rectangle shape.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-39

Subject : How to Collect Laundry Wooden Boxes/ Hangers

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### Policy

To collect all laundry wooden boxes and hangers in accordance with hotel standards.

*Notes: In order to implement health protocols for productive attendants and guests for the prevention and control of CORONAVIRUS DISEASE 2019 (COVID-19)*

- Replacement of linen such as pillowcases, sheets, and blankets is done once.
- Room Attendants wash their hands with soap/use hand sanitizer after cleaning one guest room and will move to the next guest room.
- Room attendants clean guest rooms one by one thoroughly, once they are finished, they are prohibited from returning to the room to avoid contamination.

### Procedures

- Look around the room for any hangers that may be on the floor, in the bathroom, or near the closet door.
- Hangers should be placed inside the wooden laundry boxes.
- Bring the wooden laundry boxes to the pantry and place them on top of the linen delivery trolley.
- If you just have hangers, stack them on top of the linen cart and wait for the runner to carry the cart down to the laundry

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-40

Subject : How to Provide Service at Guest Floor

---

### Policy

Housekeepers are expected to always maintain the guest floor with professionalism and providing service in accordance with hotel standards in order to achieve excellence in service.

### Procedures

- Fill out the attendance sheet.
- After the briefing, use the attendant's elevator to the allocated level or location.
- Get the cart and vacuum cleaner ready for work.
- Move the trolley and vacuum cleaner to the side of the room, against the wall.
- Do not drag the cart and vacuum cleaner down the center of the corridor.
- Before setting up any rooms, begin by cleaning the passageway.
- Be more efficient in time, do not spend too much time in the pantry.
- Do not speak loudly with your coworkers in the visitor areas.
- Don't waste time chatting with your coworkers.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-41

Subject : How to Make up Bed

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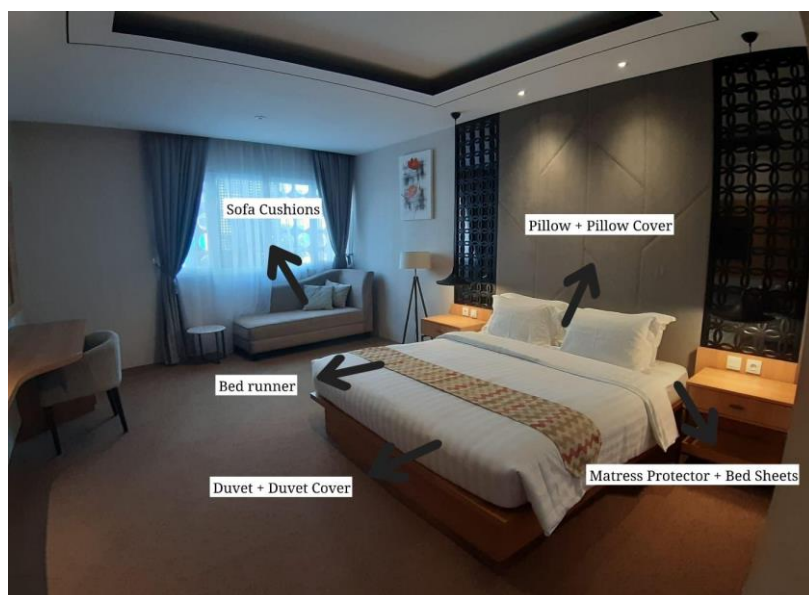
### Policy

To guarantee that the appropriate procedure is used and maintained when making the bed in order to delight the guests.

### Procedures

- Remove the guest's things off the bed and set them on the table.
- Bedsheets and quilts must be removed one at a time.
- After 5 minutes, the bed should be aired.
- To ensure hygiene, place a blanket and cushions on the chair instead of the carpet.
- Instead of carpet, place folded dirty linen in the basket.
- If your mattress pad is soiled, replace it.
- Turn the mattress on a regular basis.
- If the mattress pad is soiled, it must be replaced, and the dimensions must be proper.
- Lay it out and make sure it's flat. Hook the elastic bands at the four corners of the mattress.
- Place the sheet in the center of the bed to ensure that you have an equal amount on either side of the bed.
- Tuck the sheet in along one side of the bed; remove the loose end of the sheet approximately 30 cm from the corner of the bed's head.
- Take it directly from the flap.
- Pull the flap up tightly so that it is straight.
- Tuck in the loose end in the corner.

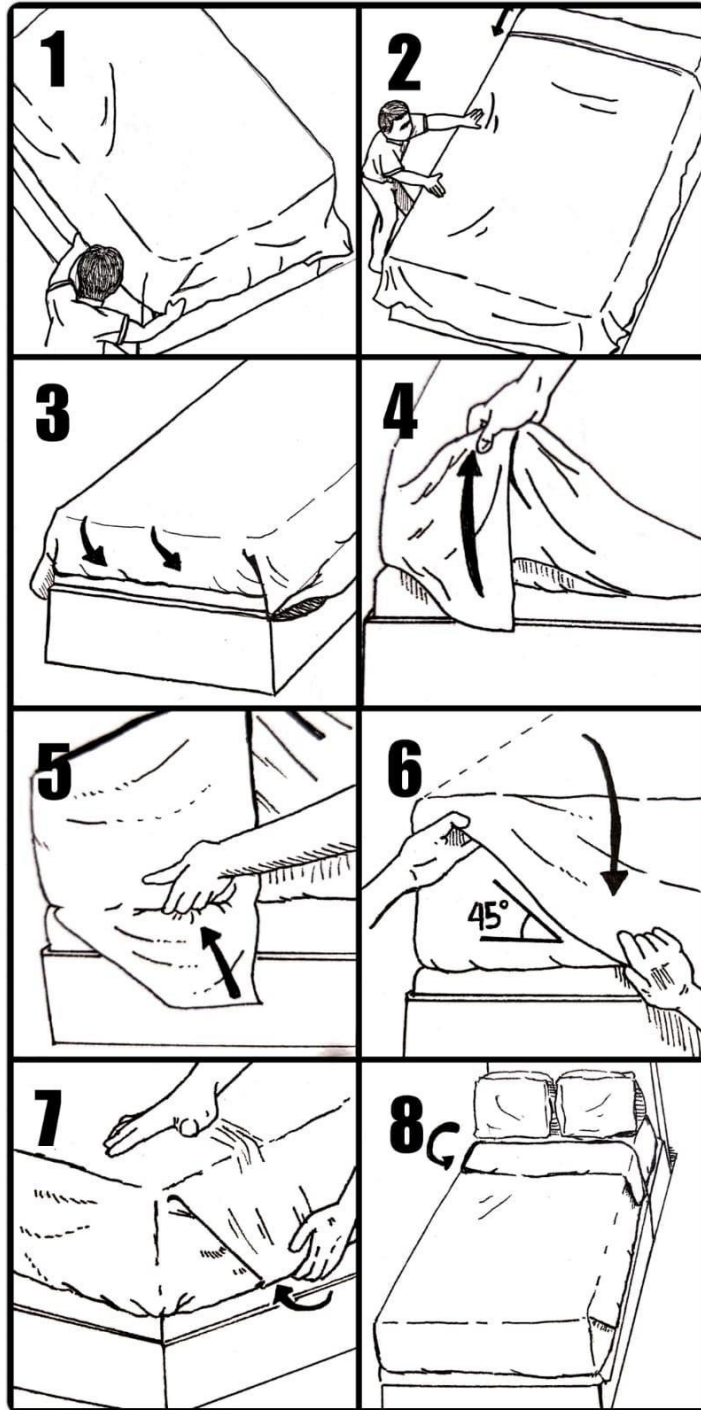
- Place the upper closed end's two corners level with the duvet corners.
- Flip the duvet cover over and shake it vigorously.
- With one hand, grab the corner and pull down the edges so that the duvet covers slip down to the end of the duvet.
- Place the duvet and cover on the mattress and smooth up the sides so that the duvet fills the cover neatly and completely.
- At the foot end, make sure the flap is tightly tucked in over the duvet.
- The duvet should never be tucked beneath the mattress.
- In all check-out rooms, the pillow inlet should be replaced automatically.
- Fold the pillow in half lengthwise and place it into the pillowcase, tucking in any loose ends.
- Insert the pillows into the pillowcase using your hands.
- There are four pillows in each twin bed and four pillows for every king bed.
- First, place the foam pillow upright, leaning slightly back at an angle against the headboard. After that, lay a soft cushion in front of it.
- Check that the cushion is centered.
- Take a step back to ensure that the look of the bed is tidy and crisp.



Picture 1. 15 Bed Autonomy

Step-by-step making bed corners fold:

1. Throw sheets into the mattress and fit the corners of the sheet around the corners of the mattress.
2. Make sure every mattress corner is covered on the same length of bed sheet.
3. At the part bottom of the bed, tuck the end of the sheet between the mattress and box springs. Make sure the sheet lay smoothly without any crinkle.
4. Mitré the hospital corner on one side of the mattress at the bottom/foot part of the bed. Pinch and lift the draping sheet from the side, and make sure they are tight enough until it forms triangle shapes.
5. Tuck in all the bottom triangle-shaped parts of the sheets between the mattress and the box springs.
6. Hold the corner fold with your hand and fold the top drape sheet over. F on the top drape to form a 45-degree angle. Repeat on the other side of the corner.
7. Tuck in sheets on both sides of the bed.
8. Repeat the process with the filled-up duvet cover. Fold a small space of duvet on top of the bed and put pillows on the head of the bed. Smooth and tighten everything down. If there is a bed runner, put bed runner on the bottom of the bed



Picture 1. 16 Step by Step making up the bed

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-42

Subject : How to Clean the Bathroom Floor

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### Policy

Assure that the housekeeping attendant has supplied a clean and sanitary environment by maintaining a high level of cleanliness and hygiene.

### Procedures

- Using a chemical, remove any stains and debris from the bathroom floor.
- Scrub the floor with the cleaning chemical and a sponge.
- Scrub the floor from inside to outside, paying special care to the following areas:
  - The floor beneath the vanity
  - Toilet bowl surrounding area.
  - All four corners.
  - The space behind the bathroom door
- Hot water should be used to remove the cleaning chemical. Make careful to rinse to eliminate all chemical remains properly.
- Using a wet towel, wipe the water from the floor.
- Always make sure the floor is clean and free of stains and debris before leaving the area.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-43

Subject : How to Clean the Mini-Bar

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### Policy

The hotel's mini bar must be stocked with needed goods that are still valid. This demonstrates the guest's genuineness via thoughtful effort.

### Procedures

- Remove all beverages from the mini-bar refrigerator and place them on the floor on a clean cloth.
- Turn the temperature control to "Off" and turn off the power.
- Check that the refrigerator is totally empty and that all of the ice has melted.
- Using the spray bottle, apply a cleaning solution to the surface.
- Wipe the top, interior, and bottom of the frozen region lightly.
- To avoid odors in the mini-refrigerator or the room, completely remove the cleaning agent with a clean, moist towel.
- Wipe the surface of each and every drink and replace it according to the norm.
- Examine the expiry dates on all goods.
- Check carefully and replace any products that have passed their expiration date.
- Close the door and return the temperature to normal.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-44

Subject : Dusting the Furniture

---

### Policy

Housekeepers are expected to dust the furniture in accordance with hotel standards because a clean and well-maintained guest room ensures the quality of service.

### Procedures

- Arrange the clean cloth by folding it neatly and spraying it with a cleanser.
- Keep the spray on hand in case the dust cloth turns dry.
- If the furniture is particularly unclean, spray the suitable cleaning chemical on the cleaning cloth and on the furniture itself.
- Begin at the front entrance and work your way clockwise.
- If there is any cleaning chemical left on the furniture, remove it with a wet towel.
- Take care of your furniture on a regular basis to maintain it and extend its life.
- Dust the furniture using a wet dust cloth.
- To make the furniture bright and clean, rub it in a circular motion with the drying towel. Take note of the edges.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-45

Subject : How to Clean the Mirror

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### Policy

To give a dazzling and sparkling mirror in the service area, make sure the mirror is bright and clean.

### Procedures

- Spray a cleaning solution on the mirror. Wipe with a glass towel.
- With a one-sided razor, remove any big stains or spots from the mirror's surface.
- Using a cleaning solution and a sponge, clean the surface of the mirror from top to bottom, left to right.
- Wipe the frame's edges with a wet cloth.
- Hot water should be used to clean the mirror.
- Remove the whole cleaning solution.
- Wipe the mirror clean with a dry towel to remove any stains or wet spots.
- Using the mirror towel, clean the mirror to make it shine.
- Make sure there is no lint or water mark on the mirror.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-46

Subject : How to Clean the Bathtub

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### Policy

To demonstrate excellence in service, ensure that the bathtub is clean and free of stains or markings.

### Procedures

- Using a sponge and multi-purpose cleanser, scrub the walls.
- Clean the faucets and shower head with a sponge.
- Remove the bath stopper and clean the inside section of the overflow. Rinse the walls, fixtures, soap dish, and bathtub with the hand shower.
- Allow the cleaning cloth to air dry.
- Clean and dry the walls.
- All chrome fixtures should be polished.
- Make the soap dish and the bath body.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-47

Subject : How to Clean the Shower Room

---

### Policy

To create clean and sanitary surroundings in order to demonstrate genuineness to guests and make them feel at ease.

### Procedures

- To wash the walls, use the hand shower.
- Scrub the sponge from top to bottom using a multi-purpose cleanser.
- Sponge down the faucets, shower head, and soap dish.
- Sweep the floor.
- Check that the drain is clear and that no residue remains.
- Rinse the cleaning residue with hot water and use a cleaning cloth to scrub the wall, water tap switch, shower prayer, shower frame, and handler.
- Using a cleaning cloth, dry the shower from head to toe.
- Chrome fixtures and shower heads should be buffed and polished.
- Starting from the innermost border and working your way outwards, dry the floor.
- Using a spray bottle, wipe the glass on the door.
- Using a glass cloth, clean the surface.
- Wipe the top and bottom borders.
- Buff and polish the door hinge using a soft and clean cloth.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-48

Subject : How to Clean Bathroom Wall

---

### Policy

The housekeeper is expected to always provide the highest standard of cleanliness for the utilization of guests in order to achieve guest satisfaction.

### Procedures

- When there is a lot of dirt or a stain on the wall, use a one-sided razor to clean it.
- Spray the cleaning solution onto a sponge and scrub the wall from top to bottom, from left to right.
- Scrub with a scrubbing pad as needed.
- Examine the cleanliness of the wall beneath the soap basin below the toilet bowl and beneath the water taps.
- Using a scoop or a sponge, rinse the cleaning chemical with hot water.
- Dry the wall surface using a cleaning cloth to ensure it is dry, then clean to ensure there are no non-watery stains or grime.
- Examine the walls for cleanliness to ensure there is no slime or stains.



*Picture 1. 17 Scrub the bathroom wall with a sponge*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-49

Subject : How to Clean the Vanity Top and Hand Basin

---

### Policy

All service areas, as well as the required tools, must be cared for and maintained with the utmost expertise and efficacy.

### Procedures

- Gather the necessary equipment and all-purpose chemicals.
- Remove everything moveable from the vanity top.
- Using a sponge and all-purpose cleaner, clean the soap dishes, vanity top, water taps, basins, and stoppers, removing any debris, soap streaks, and water residue.
- Remove the stopper and carefully clean it.
- Thoroughly rinse the vanity top, water taps, soap dishes, and basins with clean water.
- Wipe them dry with a cleaning cloth and polish any chrome components.
- Replace the stopper after wiping it dry.
- Replace the soap dishes, towel basket, and amenities tray.
- Restock soaps, towels, and amenities in accordance with the requirement.
- If necessary, replace the flowers.
- If a guest brings amenities, keep them neat and place them on the amenities mat.
- If any maintenance issues are discovered when cleaning, please report them immediately.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-50

Subject : How to Clean/ Polish the Bathroom Fittings

---

### Policy

Ensure the cleanliness and tidy layout of bathroom equipment in order to satisfy guests.

### Procedures

- Grab a dry towel and any necessary chemicals.
- Spray the cleaning solution onto a dry cloth.
- Wipe the fittings' surfaces clean.
- Wipe the surface off with a dry towel to make it bright and clean.
- To avoid harming the fittings, avoid using any acidic cleaning agents.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-51

Subject : How to Clean the Toilet Bowl

---

### Policy

Ensure that guests get the impression that the hotel toilets are clean and sanitary; this demonstrates respect and care for the guests by maintaining high standards of cleanliness and demonstrating concern for their health.

### Procedures

- While cleaning the toilet, put on rubber gloves.
- Scrub the inner of the toilet thoroughly with the toilet brush.
- Plunge the toilet.
- Pour some all-purpose cleaner around the inside of the bowl.
- To remove all deposits, push the brush beneath the upper rim.
- To clean the edges and corners, push the brush all the way to the bottom.
- Flush the toilet and rinse the brush as you do so.
- Wipe out the toilet seat and cover, as well as the hinges.
- Wipe the popes' behinds backside the toilet.
- Pay close attention to the rubber stoppers; if any are missing, notify the Housekeeping Office.
- Using a sponge and all-purpose cleaner, clean the outside rim. Pay close attention to the hinges.
- Get rid of pee stains and yellow buildup.
- Using a sponge and all-purpose cleaner, clean the toilet body and base. Ensure that all dirt and stains are fully cleaned.

- Using a toilet brush and toilet cleaner, clean the inner rim and inner body of the toilet, paying specific attention to the areas surrounding the holes.
- Flush the toilet and rinse the toilet brush.
- Using a sponge and clean water, clean all places.
- Using a sponge and clean water, thoroughly cleanse the toilet cover, seat, and outside portion.
- Ensure that all pieces have been properly washed.
- Dry the toilet using the cleaning cloth, beginning at the top and working your way down.
- All chrome fixtures should be polished.
- One more flush of the toilet.
- Ensure that toilet paper and tissue paper are replenished in accordance with the hotel's requirements.
- If any flaws are discovered when cleaning, they must be reported promptly.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-52

Subject : How to Vacuum the Carpet

---

### Policy

Presenting a fresh carpet will help guests feel more at ease and ensure the greatest standard of hygiene.

### Procedures

- First, check if the machine is in good working order and that the plug and cable are not damaged.
- Check the carpet for any loose particles before beginning to vacuum.
- Connect to the nearest power outlet.
- Do not use the outlets located above the desk.
- Begin vacuuming from the center of the room outward.
- Make your way back to the door.
- Move the furniture to verify that all dust is removed.
- Vacuum the carpet's borders.
- Vacuum the carpet's borders using the hand wand.
- Pull the drapes aside and vacuum behind them.
- Take care not to bump against the baseboard, couch or desk legs, or any other furniture.
- Pass the vacuum cleaner through the bathroom, using the wand to pick up stray hair, but never vacuum a wet surface.
- If the machine is not yet turned off, do not disconnect it right away.
- Reposition seats and tables in accordance with the norm.
- Remove the vacuum cleaner from the socket by grabbing the plug and drawing it out.

- Never keep the cord twisted and knotted since this might cause it to break and produce electrical shocks.
- If the equipment emits a burning odor, sparks, or smoke, switch it off immediately and notify the Supervisor.
- When standing in damp regions or with wet hands, never utilize electrical equipment.
- You will burn the motor if you use a dry vacuum cleaner to take up water.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-53

Subject : How to Clean the Telephone Set

---

### Policy

Offer hygienic facilities for guests to guarantee that safety and hygiene are priorities for the hotel's operations.

### Procedures

- Using a used toothbrush, clean any dust and pay special care to the receiver's mouthpiece.
- Using a wet cloth, spray an all-purpose cleaner.
- Wipe down the whole phone body, including the cable phone and receiver.
- Wipe it down with a wet towel.
- Wipe it down with a clean and dry cloth.
- Examine any stickers and faceplates to ensure that they are in excellent shape.
- Using a dry cloth, spray the disinfectant solution.
- Wipe down the phone, receiver, and body.
- Wipe the receiver and mouthpiece with alcohol.
- Listen for the tone to see if the phone is working.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-54  
Subject : How to handle Wake- Up Call

---

### Policy

To give professional and effective wake-up call service in order to demonstrate concern for the guest.

### Procedures

- The operator may occasionally request that the Housekeeping Assistant or Department wake the guest up.
- If the DND sign is activated, notify the operator and request additional assistance.
- Stand in front of the door to see if the guest is inside; if not, try not to disturb the guest; if not, ring the doorbell three times and wait for a response; or let the guest open the door.
- If the guest is still sleeping, rouse him up by saying, "Good Morning, this is xxx from Housekeeping; this is a morning call, Sir/Madam."
- Inform the operator that the guest has been awakened up or has already left the room.
- Always request the name of the operator in question.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-55  
Subject : Performing Guest Shoe Shine Service

---

### Policy

To satisfy the demands of the guest and give good service in order to deliver the best service possible to the guest.

### Procedures

- Knock on the guest room door and enter as directed, or check to see if the shoe is already outside the door.
- If the guest has asked you to take the shoes, collect them nicely by stating, "May I collect your shoes, please?"
- If you're cleaning the room, check the shoe basket for shoes that need to be shined.
- Take guest's shoes to the pantry. Don't put anything somewhere, even if it's only for a short period.
- The room number should be written on the soles of the shoes.
- Before cleaning, consult with your Supervisor if you are uncertain about the shoe leather or material.
- Examine the shoes for the sort of leather.
- Never apply the shoe polish on suede shoes.
- If the leather is snakeskin, just a neutral cream finish should be used.
- If the shoes are made of fabric, just a gentle brush should be used.
- Using a soft brush, remove any excess dirt.
- Choose a shade that complements the shoes.
- If you don't have that shade, try a clear or neutral cream instead.
- Apply shoe polish on the shoe using a clean cloth.

- Allow the shoe polish to dry.
- Choose a gentle brush.
- Buff shoes to a high shine.
- Return shoes to the room indicated on the soles.
- Using a towel, wipe the chalk.
- If there is a DND sign, leave the shoes outside the room.
- Overnight shifts should quickly polish the shoes and return them to the guest; place them outside the room's door. Make a note of it.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-56

Subject : Handling Safe Lockers

---

### Policy

Make sure that any item left behind by guests is handled with care in order to demonstrate respect and consideration for the guest.

### Procedures

- When a safe lock is discovered in a checked-out guest room, the Service Associate should notify the Housekeeping Administrative Associate and provide the room number.
- The Administrative Associate should record the room number in the logbook and promptly report to the Duty Manager.
- The Duty Manager must phone back the Housekeeping Administrative Associate to confirm that all of the room's safe locks have been unlocked so that this particular room may be released as a saleable room as soon as feasible.
- If something is left behind, the guest should be informed or delivered.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-57

Subject : Handling Room Keys

---

### Policy

The housekeeper is expected to always maintain the hotel according to the standards and policies to ensure service quality.

### Procedures

- When the hotel key is spotted, keep it and give it over to the Housekeeping Office.
- Make a note on the room attendant's worksheet.
- The key should be sent to the Housekeeping Department.
- Office coordinators are expected to collect the guest room key after it has been delivered.
- Return to the Front Office for reuse.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-58

Subject : Extra Bed and Baby Cot Procedures

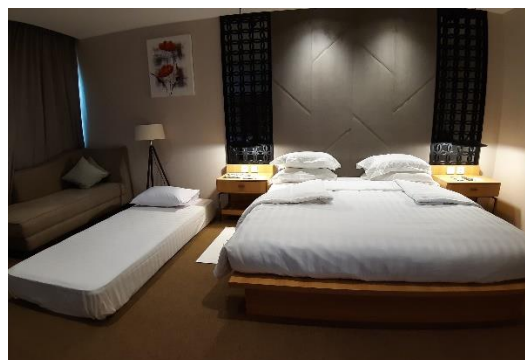
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### Policy

To appropriately satisfy the needs of guests in order to demonstrate care and generosity.

### Procedures

- If a guest requires more beds or a kid bed, the Front Office will notify the Housekeeping Office. The Housekeeping Administrative will make a note of the accurate record and notify the supervisor of the room attendants for preparation.
- If the guest asks it directly, send the bed/cot promptly and notify the Housekeeping Office and Front Office.
- Check to see if the extra bed or cot is in excellent shape.
- Prepare the sheets or pillows for the bed.
- Make the bed according to the regulations.
- When a guest enters the room, welcome them warmly and check the exact location of the bed or cot.
- Provide more supplies and linen based on the number of additional beds or cots.
- Leave the room by closing the door.



*Picture 1. 18 Example of Extra Bed set up*

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-59

Subject : Picking up Guest Laundry During Room Checking

---

### Policy

To remove any inconsistencies that may arise in order to avoid unwanted guest complaints.

### Procedures

- Ensure that all of the rooms have been examined before 12:00 p.m.
- DND rooms should not be checked.
- Take note of the DND room, including time, on your daily worksheet.
- If the laundry is discovered, ensure that the laundry list is accurately filled out, with the guest's name, room number, date, and service option.
- Call Laundry Service to let them know.
- If there is a difference between the housekeeping record and the laundry collected, the laundry valet should investigate.
- Securely fasten the laundry bag and send it down to the linen room; do not leave the laundry bag somewhere.
- In your job sheet, make an accurate record of the room number, pick-up time, and your name.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-60

Subject : Guest Laundry Pick up Service

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### Policy

To demonstrate concern for the guest, secure the safety of the guest's laundry and valuables.

### Procedures

- When the Office Administrative Associate gets a call for laundry service, he or she should record it in the telephone logbook and notify the appropriate Service Associate as soon as possible.
- When the Service Associate gets the information from the office, he or she should respond quickly to collect the laundry from the guest room. If no laundry is discovered, contact the housekeeping office to double-check.
- If the laundry is discovered, ensure that the laundry list is accurately completed out, including the guest name, room number, date, and service option.
- The service Associate will contact the Housekeeping Office to confirm that the laundry is already gathered.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-61

Subject : Folding Towels

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### Policy

Ascertain that the linen has been put up in accordance with the requirement.

### Procedures

- Cut strings of clean towels and throw them away into the wastepaper bin.
- Start from the top of the bundle and fold the towel.
  - Fold the Bath towels into three parts, with the logo facing the front.
  - Fold the Hand towel into three parts, with the logo facing the front.
  - Face towels will be rolled and placed on the amenity tray.
  - Fold the Bathmat into three parts, with the logo facing to the front.

### *Maintenance*

- Bring towels to the Housekeeping Office if you find any damage.
- Large towels can be used to make smaller towels.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-62

Subject : How to Remove Room Service Basket

---

### Policy

Empty the room service basket appropriately to maintain the cleanliness and tidiness of the guest room.

### Procedures

- Pay attention to the room for more In-Room Dining-related things (Leftover bottles, cups, saucers, table napkins, glasses, and so forth.)
- Put the goods in the basket's middle.
- Fold both basket table sides down.
- Wrap both edges of the table cloth towards the center, one overlapping the other, and knot them together.
- If there is an attempt, cover the things with a table napkin.
- Remove the basket from the room.
- Place the basket against the wall in the service area near the elevator.
- Place trays in the cabinet designated for trays in the service area.
- To collect, contact Room Dining.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-63

Subject : How to Clean Guest Floor Corridor

---

### Policy

Check that the guest floor corridors are cleaned in line with the established requirements.

### Procedures

- Every day, clean the hallway wall, top ceiling, floor corner, signboard, and wall light.
- Make sure there is no debris or spots on the corridor wall or floor corners.
- Vacuum the carpet on a daily basis to keep it clean.
- To guarantee fresh air, clean the A/C grill and filters of the air conditioner in the hallway on a regular basis.
- Wipe the standing ashtray every hour and change the sand on a regular basis to guarantee clean sand. The sand should be branded with the logo stamp, and the ash should be disposed of in the ash urn on a regular basis, with no more than three pieces of cigarette ends remaining in the side ash urn at any time. The corridor's atmosphere should be odor-free.
- Do a daily moist dusting of the elevator door with a cleaning cloth to ensure there is no dirt or stain on it.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-64  
Subject : How to Assist Guest with Luggage/Parcel

---

### Policy

Offer high-quality service in order to leave a positive and delightful impression on the guest.

### Procedures

- If you notice a guest bringing baggage or a parcel along the floor hallway, stop what you're doing and assist the guest with their luggage or parcel.
- Address the guest politely and ask, "May I assist you?" "
- If the guest accepts, ask for the room number and assist the guest with baggage to the room.
- Assist the guest with bags into the elevator if they are heading to the elevator.
- Put baggage where the guest wants if he is going to his room. Inquire with the guest whether he or she requires any more assistance.
- After saying farewell to the guest, close the guest door.
- Carry on with your given tasks.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-65

Subject : Mini-Bar Consumption Checking

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### Policy

To make the service more accessible in order to provide a high-quality service to the guest.

### Procedures

- While the room is being cleaned, the Room attendant will draw the mini-bar check and instantly publish the consumed item code over the telephone system.
- After checking the bar, the Front Office will notify the Housekeeping attendant to confirm and send the purchased item code via the telephone system.
- The mini-bar check and replacement will be drawn by the Housekeeping attendant
- The recorded or dis mini-bar bill must be brought down to the Housekeeping Office.
- When the PM shift housekeeping attendant completes her work, she will send all mini-bar invoices to the General Cashier.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-66  
Subject : Mini-Bar Daily Replenishment

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### Policy

To guarantee that the mini-bar daily replenishment is carried out in accordance with the established guidelines and requirements.

### Procedures

- When cleaning the occupied room, leave the third copy of the mini-bar check for the guest.
- Charges should be deposited into the guest room account over the phone.
- Pass the first copy to the front desk and the second copy to the finance department for record-keeping.
- The runner must instantly replenish the tiny bar.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-67

Subject : Breakage, Loss and Damage Procedures

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### Policy

To maintain appropriate records for monthly stock.

### Procedures

- Notify the Housekeeping Office of any missing, damaged, or broken things.
- Keep track of all hotel losses, damages, and broken objects such as glass, linen, hangers, and chinaware.
- Notify the Housekeeping Office of all lost, damaged, or broken public facilities.
- Keep track of all missing or damaged equipment in the Log Book.
- The Housekeeping logs all information, including date, time, item name, and amount, in the Log Book.
- Every month, the Housekeeping
- reports the amount and cost of any lost or damaged items to Finance.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-68

Subject : How to Handle "Open Door" Request

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### Policy

To always assure the safety and security of all guests and their valuables by taking the necessary precautions.

### Procedures

- If a guest requests you to unlock a floor door, ask them to show you their welcome folder with their name and room number on it.
- You don't need to if you know the guest.
- Check the guest's name and room number.
- If a guest's resident card is left in the room, respectfully decline and ask them to register at the front desk.
- Never refuse a guest.
- Direct and assist guests.
- Open the door for Guest Relation Officer to show guests around the hotel. 1st, confirm the room's
- Never open the door for strangers.
- To repair an issue, open the door just for attendants who need to enter the room.

## STANDARD OPERATING PROCEDURE

---

Policy No : SOP-69

Subject : Checking Guest Floor Corridor

---

### Policy

The housekeeper is expected to always keep the hotel clean and tidy, to guarantee excellent service

### Procedures

- Maintain a clean and organized guest floor.
- Examine the exit doors and door frames for cleanliness and damage.
- Examine the wallpaper on the floor to ensure that it is clean and not damaged.
- Check to see if any of the ceiling lights along the corridor are damaged or fused.
- Check to see if the exhaust grill is clean.
- Examine the light stands, exit signal light board, and escape signal light board for cleanliness and proper operation.
- Check to see if the ash burns in the guest elevator area are cigarette-free and if the trash log is imprinted on the sand.
- Examine the cleanliness of the entrance and the guest elevator area.
- Check to see sure the phone is clean and operational.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-70

Subject : How to Inspect the Bathroom

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### Policy

Ascertain that cleanliness requirements and facilities requirements apply in order to demonstrate a genuine desire to delight guests and fulfill their needs.

### Procedures

- Examine the bathroom's general cleanliness while also ensuring that all equipment and amenities are in excellent condition.
- Check the light switch at the bathroom's entrance. The inside and exterior body of the door, as well as the top, bottom, and side edges must be cleaned. The entire frame should be cleaned, including the outer, top, and inner borders. Clean the hinges. Doorknobs and locks must be cleaned and in good functioning order.
- Inspect whether the paint is in good shape with minor imperfections. Ventilation should be cleansed and re-instated.
- On the mirror, there are no water stains or cloudiness. There are no paint drips.
- The frame should be dust-free on all sides, including the inner and exterior borders.
- Wall lights, including the inside of the shade, are dust-free.
- The socket must be clean and securely fastened. To keep the plate clean, cover it. To keep the electric shaver plate clean. Ascertain that the plate is securely attached to the wall.
- Examine faucets to ensure they are clean, polished, and free of watermarks. Clean the overflow and inner rim. Hand basins are spotless and gleaming. The stopper is free of mold and debris.

- The top and sides should be spotless. Joints must be dirt-free. There are no blemishes, water stains, or dust.
- Dust-free edges are required. Provisions must be in place. Items for guests should be nicely arranged.
- Internal and external surfaces should be cleaned thoroughly (watermark-free, gleaming, and well-polished). Ascertain that adequate tissues remain.
- All pipelines are clean and free of debris such as cement and dust. The tiles are spotless.
- Both inside and exterior are spotless. There are no stains.
- All chrome fixtures are spotless and devoid of blemishes. There should be no buildup of lime scale.
- All other chrome fixtures are spotless and devoid of blemishes. There is no mold on the grout. Ascertain that amenities have been placed in accordance with MQS.
- There are no watermarks or stains. Keep the grouting clean, and there is no soap buildup. Marble should be gleaming.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-71

Subject : How to Handle Guest's Belongings

---

### Policy

To achieve guest satisfaction, ensure that guests are provided with great attention and the best service possible.

### Procedures

- Arrange the clothing of your guests inside the closet in an organized manner.
- Maintain order in the guest's books and newspaper. After dusting, all documents should be returned to their proper locations.
- Make no attempt to examine the guest's paper, books, or newspaper. Take caution when dusting.
- Notify the Supervisor immediately if you discover a large amount of cash or expensive jewelry while dusting.
- Supervisors are responsible for informing the Housekeeping Office and the Department Manager.
- The department manager should inspect the room and decide whether to double lock it or not.
- When working, do not open a guest's suitcase, luggage, or other belongings.
- If it interferes with the cleaning process, replace it in its original location after relocating.
- Arrange the shoes and socks in an organized fashion in the closet or in other appropriate locations.
- After the bed is set up, fold it neatly and place it on top of the pillow.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-72

Subject : Returning Keys and Worksheet

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### Policy

To guarantee that all rooms are completed and that all other tasks are performed in a timely manner.

### Procedures

- The Supervisor must obtain the keys and the worksheets from all the room attendants.
- The housekeeper then must sign out on the key-book in the Housekeeping Office.
- The pantry is left clean and neat in accordance with requirements.
- The order taker/control desk must check that the keys are in excellent working order.
- Hang the keys inside the key cabinet, store the room cards in proper storage, in accordance with the floors and sections.
- Return the worksheet.
- Sign in and hand in your keys.
- Sign in and hand in your operational phone.
- Signing occurs in the logbook or on the relevant sheet.
- Always turn in all Lost and Found items.
- Check that all Lost and Found slips are properly filled out.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-73

Subject : Routine Works of a Housekeeper

---

### Policy

Ascertain that staff is on duty in accordance with established procedures in order to qualify for the service.

### Procedures

- Input your attendance in the attendance book.
- Collect assigned work.
- If necessary, sign for the operational phone.
- Ascertain that the appropriate operational phone is gathered.
- If necessary, sign for any keys.
- Verify that the keys are entire and accurate.
- Assemble at the appointed location.
- Keep track of any noteworthy events, initiatives, or arrivals.
- Make a note of any necessary follow-up.
- Acquire supplies of cleaning cloths and dusters.
- Make a note of the equipment that has been stolen.
- Ascertain that it functions properly and return it in the same condition in which it was received.
- Proceed softly.
- Collect the cleaning items you'll need to tidy your space.
- Carry the cleaning equipment to your work area quietly and properly.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-74

Subject : How to Vacuum Washed Carpet

---

### Policy

To vacuum the carpet professionally and efficiently in order to maintain the carpet's appearance and texture.

### Procedures

- If any damage is discovered, inspect the machine. Notify your supervisor if you discover any.
- Convey the vacuum in one direction.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-75  
Subject : Escorting Guest in Elevator

---

### Policy

To ensure hospitality and friendliness to the guests by providing escort service to the elevator.

### Procedures

- Greet the guests in a friendly manner.
- Politely ask for the guest's direction and accompany him/her to wait for the elevator.
- Offer your help if the guest has heavy items such as luggage or bags.
- Ask the guest whether he/she is going up or down and ask for a specific floor.
- Press the floor number destination.
- Use your hands to hold the lift door open when you arrived and use gestures to invite the guest to leave the elevator.
- Say farewell to guests and smile politely.

## STANDARD OPERATING PROCEDURE

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Policy No : SOP-76

Subject : The usage of Housekeeping Cleaning Agents

---

### Policy

To make sure the right chemical has been applied and used for the right purposes.

### Procedures










- All-Purpose Cleaning Agent  
Area: It can be used for all types of floors and surfaces.  
How to dilute: 20-40 ml in 1-liter water for normal soiling, 50 ml in 1-liter water for heavy soiling  
Usage: Wet mopping solution, damp dusting, scrubbing machine solution, glass cleaner.
- Glass Cleaner  
Area: windows, mirrors, glass display cases  
How to dilute: 20-50 ml in 1-liter water  
How to use: Spray directly on a clean cloth, then apply to the surface and wipe clean.  
Buff dry.
- Air Freshener  
Area: offices, corridors, guestrooms, toilet  
How to dilute: chemical is ready to use; no need to dilute.  
How to use: Spray upward into the center of the room. Do not spray directly on the floor.
- Bathroom Cleaner  
Multipurpose cleaner that disinfects and deodorizes, mainly used for bathroom cleaning, especially to clean bathroom floor and wall.

- Toilet Bowl Cleaner  
Area: Toilet Bowls and urinals  
How to dilute: ready to use  
How to use: Direct the nozzle under the toilet rim. Then, evenly spread the chemicals over the surfaces. Leave for 5-10 minutes, then flush the toilet. Do not use the chemical on stainless steel, enamel, marble, and tiles.
- Furniture Polish  
Area: All wooden floors and furnishings  
How to dilute: ready to use  
How to use: Spray it on a soft and dry cloth. Apply the cloth to the surface evenly and start buffing in a circular motion until it shines. Do not apply to glass materials, floors, stairs, and laminated sheets.
- Carpet Shampoo  
It is used for carpet shampooing or carpet wet cleaning.
- Floor Stripper  
Floor Stripper is used for stripping build-up dirt and stain on the floor.
- Marble Polishing Compound  
It is used to make the marble surfaces shine.

Remarks:

- If the chemicals ever get into your eyes, you need to:
  - Immediately rinse your affected eyes with cool running water.
  - Remove contact lenses if use any and continue flushing with plenty of water for at least 15 minutes.
  - Get medical attention immediately.
- If chemicals get to skin contact:
  - Flush with plenty of water. Then wash with soap & water.
  - Get medical attention if irritation occurs.
  - Wash clothing before reuse.

- If chemicals are ever swallowed, you need to:
  - Rinse your mouth immediately, then drink one or two large glasses of water.
  - Do not try to induce vomiting since it could be dangerous.
  - Never give anything using mouth directly to an unconscious person. Seek medical attention immediately
- If chemicals inhaled:
  - Bring to open place as having fresh air.

Chemical Caution		
 Flammable	 Oxidizers	 Corrosive
 Health Hazard	 Compressed Gas	 Corrosive
 Acute Toxicity	 Other Hazards	 Environmental

Picture 1. 19 Symbols of chemical caution

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-77

Subject : How to Polish the wooden surface

---

### Policy

To ensure furniture/fixtures/flooring from wooden material is smooth and shiny

### Procedure

#### *Clear the surface*

- In a period of time, the surfaces should be polished to keep them in good condition.
- Clean the visible dirt and debris from the surface.
- If there are items on the surface, remove them temporarily. If there are guest belongings, never touch or remove guest's belongings.

#### *Apply the furniture wax*

- Do not spray wax directly on the wooden surface. Always spray wax on a clean, dry cloth.
- Wipe the surface with the sprayed cloth in a circular motion.
- Repeat wiping the surface until it shines.
- Put the removed items back as placed before.
- Wax the wooden surface periodically or when it is necessary.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-78

Subject : Maintenance of vacuum cleaner

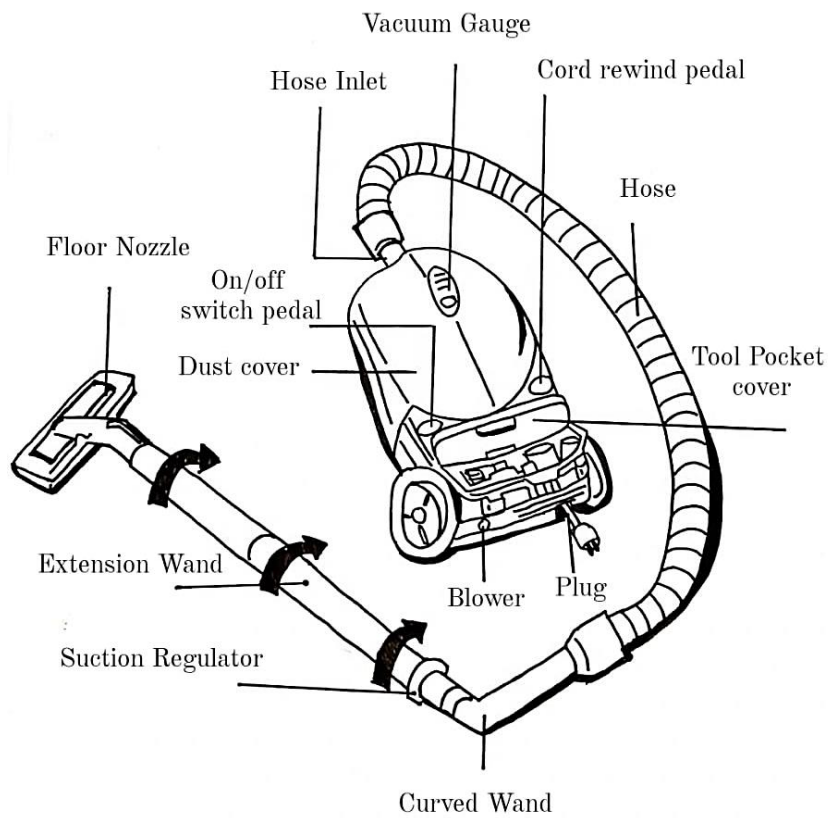
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### Policy

Housekeeping personnel is familiar with how to operate and the maintenance of the vacuum cleaner.

### Procedures

- Introduce all accessories of the vacuum cleaner to all attendants, which are as follows:
  - Universal nozzle.
  - Suction hose and suction tube.
  - Cotton filter bag.
  - Dusting nozzle and upholstery nozzle.
  - Crevice nozzle and power brush.
- Prepare all the vacuum cleaner accessories before starting the tasks.
- Check whether the filter is properly placed. Ensure that the cotton filter bag is in the correct position. Plug into the wall socket.
- To vacuum the edges and corners, use a special nozzle.
- Never use the vacuum cleaner machine to clear water or wet items on carpet/floors.
- Always remove the plug from the wall socket after usage. Wind the cord in a circular shape and neat manner; however, do not tie knots on the cord.
- At the end of the shift, wipe clean the accessories and the main cord around the handle with a damp cloth.
- Always check the filter periodically.



Picture 1. 20 Vacuum Cleaner and its parts

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-79

Subject : Express guest laundry service on emergency situation

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### Policy

To provide express laundry service whenever required.

### Procedures

- The housekeeping control desk received a call from another department for soiled clothes. There will be notes required that the laundry has to be done as soon as possible.
- The department called should send it down to the housekeeping office or laundry drop point.
- If the soiled clothes are guests' items, the department manager should note the guest's address and phone number.
- All express laundry should return back to the department requested within 24 hours.
- The concierge should send it back to the guest.
- The charges are billed to the department requested for express laundry service.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-80

Subject : Deep Cleaning Program

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### Policy

Deep cleaning programs go above and beyond daily protocols by focusing on small details to effectively remove soils and other contaminants while as well to improve odor and appearance throughout the hotel.

### Procedures

- Based on the hotel's traffic and volume, deep cleaning should take place several times a year on average. Hoteliers should concentrate their efforts on four primary areas throughout the hotel: flooring, air conditioning units, walls, and windows. The Deep Cleaning Program must include all rooms and public areas.
- The deep cleaning program is required to be reviewed on a daily basis by The Executive Housekeeper or Assistant Housekeeper.
- The Assistant Housekeeper will assign at least one room per maid to be included in a deep cleaning program. It could be each day or one time per month to each room according to the hotel's standard policy.
- Ensure that all responsible cleaning staff for the deep cleaning program complete their assigned tasks on a weekly or monthly basis according to the cleaning schedule.
- Make sure that the written cleaning procedure has been applied thoroughly, including all ins and outs.
- Ensure all staff is assigned with all specific cleaning tasks.
- The Floor Supervisor must release a room after it has been prepared by the responsible room attendant.

- The proper control report must be completed and submitted to the Housekeeping Office for records and documentation at the end of each shift.
- Each report should be thoroughly reviewed in order to identify the areas in which the room attendants need to improve.
- Order Taker will then enter the data into the database to display each housekeeper's individual performance. The results will be used to track individual progress as well as areas of common weakness among attendants where additional training may be required.
- The Executive Housekeeper will review it at the end of the month, and a copy will be sent to the Director of Housekeeping.

*Activities in Deep Cleaning Program:*

- Ensure that the necessary equipment is available. Make sure to have enough cleaning supplies needed according to the tasks, such as vacuum cleaners, cleaning cloths, all-purpose cleaner, metal hooks, sponges, chrome polish, toilet brush sponges, scrubbing pads, and gloves.
- Pulling out of beds and turning mattresses on a regular basis, as well as cleaning the A/C grill and washing the drainage. The mini-bar must be vacuumed and cleaned, as well as the toilet bowl grill.
- The vanity area and sink must be thoroughly clean and free of water spots, hard water marks, mold, scum, soap buildup, residue, and so on.
- Fixtures must be clean and well-polished, hair-free, unscratched, and have no visible rust. The sink stopper must be functional. Faucets and handles should be in good working order, with no drips or leaks and no residue or water spots.
- Hair, debris, scum, waste buildup, stains, dust, odor, mold, chips, and cracks must all be removed from the toilet. The toilet flushes are working properly, and the seat must be securely fastened. There should be no visible leaks or running water. Fixtures must be sparkling and in good working order.

- All furnishings and equipment, including all trash bins, nightstands, headboards, tables, desks, chairs, sofas, and other upholstery, artwork (paintings, frame, vase, decoration, etc.) alarm clock/radios, televisions, telephones; must be free of dust, dirt, smudges, spots, chip edges, scratches, and discoloration. Dust and debris must be removed from all corners and crevices. The furniture should be placed in accordance with the hotel floor plan.
- All surfaces must be shiny, clear, clean, and free of spots and other residues.
- Carpeted areas should be vacuumed daily. All carpets must be free of visible stains, spots, burns, bald spots, discoloration, and free of visible footprints.
- The trash bin must be cleaned properly by spraying cleaning solution thoroughly inside it. Wipe to clean and remove odor.

## STANDARD OPERATIONAL PROCEDURES

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Policy No : SOP-81

Subject : Room Entrance Policy

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### Policy

To ensure that all guests have been served with the most of hotel service with minimum inconveniences for guests in an efficient manner.

### Procedures

- Unless the guest requests assistance, staff may only enter an occupied room once per day to service it. Departments and tasks must be well coordinated.
- If there is a malfunction inside the room or if there is soiled laundry to collect, immediately contact the engineering department and laundry runner.
- If the room is for VIP or special guests, then inform the Butlers and the in-charge Supervisor to coordinate the room inspection.
- While cleaning the room, all guest supplies, amenities, towels, and minibar items must be replenished at the same time.
- When the room attendant leaves the room after cleaning, the Engineers, Butlers, and Valet staff must have finished their work.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-82

Subject : Room Maintenance Policy

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### Policy

To ensure that all rooms are always in good condition by preparing in a systematic and professional manner through adhering to the standards.

### Procedures

- In order to maintain rooms, the housekeeping department will regularly schedule for carpet shampooing, curtain and sheer curtain cleaning, bed runner washing, cushion inner and outer cleaning, bed skirting washing, sofa shampooing, and so on.
- The Engineering Department will create a schedule for preventive maintenance. On a monthly or yearly basis, this will cover all areas.
- When the maintenance is being done, rooms must be blocked and change the status into OOS/Out of Service for maintenance at all times. Housekeeping will keep a list of all rooms serviced and the dates of maintenance performed.
- The Executive Housekeeper or Assistant Housekeeper will be responsible for overseeing the coordination of the blocking of rooms with the Front Office Department.
- The Front Office Manager or Supervisor should monitor the hotel's availability on a regular basis and should keep an eye out if a period of high occupancy necessitates a temporary suspension of this program.
- To ensure hotel ambiance and minimize disturbance on the guest floors, the rooms should be blocked together.

- During regular day-to-day operations, room attendants will inspect the condition of a room before beginning to work and then report any problems to the appropriate department for immediate resolution.
- Engineering staff then must attend and complete the work whilst the room is being cleaned by the room attendant.
- Before the room attendant leaves the room and lets the supervisor inspect, the engineer will make sure the problem has been solved.
- No room may be released into service unless the final inspections done by the supervisors are completed.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-83

Subject : Turn Down Service Procedure

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### Policy

Turn Down Service should be provided timely in accordance with the set rules and procedures to ensure that guests feel the highest level of comfort before and during sleep when staying at the hotel.

### Procedures

- Pack the Room Attendant trolley with linens and amenities, specifically for turndown amenities.
- Press the doorbell three times and say, "Housekeeping, Turndown service."
- If there is a guest inside the room, wait for the guest to open the door, stand quite distant from the door, and politely say, "Good evening, Madam/ Sir, May I have your bed turned down?" in a friendly manner, with a warm and natural voice. If yes, proceed to enter the room quietly.
- Rinse all the used glasses and cups in the washbasin with hot water. Dry accordingly.
- Empty the rubbish bin, wipe and spray if needed.
- Fold the bed runner, and store it inside the wardrobe shelf.
- Turn Down the bed by taking the corner of the duvet closet by the telephone side, and fold the corner into a triangle. Make sure the duvet and sheets are neat and not creased.
- Stretch the creases in pillowcases and place the pillow properly. Pillow opening should not face outside the bed.
- Place the slipper near the turndown fold. Slippers are in ready to use position and facing outside the bed.

- Close the sheer curtain and the night drapes. Turn on the nightstand lamp.
- Suppose the bathroom is wet, clean, and dry properly. Put back the washed glasses and cups.
- Restock the bathroom amenities and living room amenities.
- Give a last look before leaving the room.
- Turn on the night lights in the bathroom. Both night table lamps in the guestroom are also to be switched on.
- After the turndown service is finished, let the guest know by saying, "The turndown service is all done, do you need anything else that I can help you with?" and say farewell "Good night, Sir/ Madam."
- Fill up the attendant room worksheets within and out time, number of guests, and anything special.
- If the DND sign is on, mark down the time of DND or if the guest has refused service on the worksheet.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-84  
Subject : Sweeping using Push Brush

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### Policy

Assure that the cleaning standard by using push brush for sweeping necessity has been properly used and taken care of by the housekeeping staff.

### Procedures.

- Make sure the push brush is in clean condition, with no debris or tangled hair attached to the brush.
- When using a push brush, always start from the inside corner of the room and work towards the exit.
- Push dirt in front of you by using a push brush in a horizontal manner.
- Collect dust or dirt at the end, and take it with a dusting pan and hand brush. Throw the dirt properly into the trash bin.
- After usage, comb the brush to remove trapped dirt and soil. Use hand gloves if necessary.
- Wipe and sanitize the handle clean.
- To store the push brush, hang the brush on the wall or place it upside down.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-85

Subject : Using Dust Mop

---

### Policy

Use the dust mop according to the set standards and regulations, how to maintain it after usage to ensure the quality of cleanliness.

### Procedures

- Always use clean dust mop clothes and place them into the frame of the dust mop head.
- When working with a dust mop, wipe the floor from left to right.
- Wipe the floor with the dust mop position close to the feet at a 45-degree angle.
- Change direction after every swing when mopping.
- Do not lengthen your arm when cleaning; always keep your elbows close to the body.
- Make sure that each stroke must overlap the previous stroke, so there is no space left behind.
- When there is accumulated dirt, collect it using the hand brush and the dustpan. Throw the dust into the trash bin.
- After usage, clean the dust mop head with a stiff brush or vacuum cleaner if necessary. Then, wipe the handle with a clean cloth.
- If the mop clothes are very dusty, hand them in to the linen room and replace them with a clean one.
- After done, put it inside the equipment storage by hanging it on the wall or store the dust mop upside down.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-86

Subject : Wet Mopping

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### Policy

Use the wet mop according to the hotel standards and procedures to ensure the quality of cleanliness and provide a better environment for the guests.

### Procedures

- Prepare all the equipment needed for wet mopping. Fill the mop bucket with warm water and then add floor cleaning chemicals.
- Always place "wet floor signs" in the area where you will do wet mopping.
- To control and move around with the bucket filled with water and cleaning solution, push the bucket using the handle.
- Dip the mop in the solution of water and chemicals in the bucket, then put it in the wringer and squeeze to extract water. Make sure the mop is damp but not too wet and watery.
- When mopping the floor, move it from left to right. Make sure each mopping stroke must overlap each other.
- Always keep the heel of the mop on the floor.
- After usage, rinse the bucket with clean, warm water.
- Then, to clean the mop, submerge the mop into the water and wring dry. Repeat the process until the mop is clean.
- After the mop is clean, hang the mop to dry.
- Then, rinse with water and wipe dry the wringer.
- When the mop cloth is dirty, bring it to the linen room and change it for a clean one.
- Put back the equipment to the storeroom.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-87

Subject : Performing Wall Cleaning

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### Policy

To do wall spotting and cleaning according to hotel standards, to ensure walls in the establishment are clean and the quality is maintained.

### Procedures

- Take a clean dust mop and mop the wall from top to bottom.
- Put the "wet floor signs" in front of the area of the cleaning
- Prepare plastics sheets on the floor, so the drippings do not wet the floor
- Prepare the solution by pouring warm water into the bucket and mixing it with cleaning chemicals.
- Apply the solution to the wall starting from top to bottom.
- For stained areas of the wall, clean it with a sponge and use the abrasive side for heavily soiled areas.
- Always replace water as soon as the water becomes dirty.
- After sections of the wall are washed, rinse it with warm water, then wipe the wall. Dry the section immediately by using a dry cleaning cloth.
- After all, is done, remove the drop sheet on the floor.
- Clean the floor by using a dust mop.
- Rinse the sponge and mop, then store properly.
- Rinse, clean, and dry the mop bucket with the wringer.
- Put the dirty cleaning cloths, mop heads, and drop sheets into the laundry for further washing.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-88

Subject : How to Clean the AC Grill

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### Policy

Keep the condition of the Air Conditioning (AC) Grill in a clean and hygienic state, free from visible dust, and maintain the high standards of the guestroom, so the guests have an enjoyable stay.

### Procedures

- Remove visible dust and cobwebs in the AC grill.
- Pour a small number of cleaning chemicals onto the cleaning cloth. Never put the chemical directly into the AC grill.
- Wipe the surface of the AC grill and the internal shelf. Put more details to clean the crevice in the AC grill. Then, wipe the grill once more time with a clean damp cloth.
- Always clean with caution, make sure not to break or damage AC grill slates since it is prone to break.
- Clean and wipe off the surrounding AC grill with a cleaning cloth.
- Ensure no odor is left in the room.
- Turn the AC on according to standard, and double-check before leaving the room.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-89

Subject : Carpet Shampooing

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### Policy

To do carpet shampooing according to standard and in an efficient way to ensure the excellence of service.

### Procedures

- Before starting the task, observe whether the machine has any damaged or faulty. Report immediately to the supervisor if you found any.
- Prepare the rotating machine and its attachments.
- Prepare the solution by diluting the carpet shampoo with hot water.
- Pour the shampoo solution into the solution tank.
- Turn on the machine by using a power brush, then shampoo the carpet by pressing the trigger handle to release the shampoo solution. Move the power brush backward.
- The soiled solution will then be extracted when the wand moves forward & backward.
- When the carpet is already half damp, use a wet vacuum.
- Always clean rotating machines and their accessories after use.
- Make a proper schedule for the shampooing carpet. Do not shampoo the carpet too often.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-90

Subject : Cleaning Upholstery

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### Policy

To take care and maintain the cleanliness of upholstery in the correct way to ensure the upholstery in the establishment is always in good condition.

### Procedures

#### *General care of Upholstery*

- Upholstery dusting must be performed daily to ensure free of dust and crumbs on the upholstery.
- When vacuuming a sofa, ensure the cushions are removed.

#### *How to take care of Stains on the upholstery*

- There are three types of stain that might occur: grease, soil, or spillage.
- When there are fresh stains on the upholstery, remove stains as soon as they occur. First, dry the stain with a damp cloth. Try to blot the stain, not wiping or brushing it to prevent smearing and damage other upholstery surfaces. If the stains cannot be removed, use a diluted all-purpose cleaner and blot the stain softly using a cloth.
- Do not over wet the sofa with solution or water

#### *Precautions in cleaning upholstery*

- Before starting cleaning using chemicals, test if the fabric is colorfast – press a cloth dampened with cleaning solution on the fabric's deeper colors in some unnoticeable place.

- Observe what types of stuffing or linen material are used. If the padding is using latex material, the process of cleaning the fabric should use an extraction machine.
- Defects, wear, and tear, as well as any maintenance issues, discovered while cleaning, should be reported immediately.



*Picture 1. 21 Cleaning upholstery*

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-91

Subject : Cleaning Wallpaper

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### Policy

In order to maintain the appearance of wallpaper in the establishment and ensure the cleanliness and hygiene is up to the hotel standards.

### Procedures

- Check the wallpaper material, whether it can be washed or not.
- Observe if there are spots on the wallpaper surface.
- Spray the spot visible with detergent or cleaning chemicals. Clean the spot by using a damp sponge to rub the dirty area.
- Dry the wallpaper using a clean, dry cloth.
- Never use an abrasive type cleaning agent or use a scouring pad to clean the area on the wallpaper since this will cause damage to the surface or color fading.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-92  
Subject : Cleaning Office

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### Policy

The housekeeper is expected to maintain the office be always clean and tidy to ensure the quality of service.

### Procedures

- Prepare all cleaning equipment and cleaning solutions needed to clean the office.
- Cleaning starts from the entrance of the office and cleans it clockwise, from left to right.
- Clean area in the offices (such as office door including the top, frames, hinges, and door surface of both sides, light switches, electricity sockets, wall paintings including frames and glass, cabinets and shelves.)
- If any, remove spots from the walls.
- Do not dust the office desk surface with items on it as it will be taken care of by the user of the desk.
- When the flooring is using carpet, start vacuuming from the farthest corner backward to the exit door.
- When vacuuming, remove blocking objects such as chairs and other moveable items to make sure there is no space left vacuumed. Make sure that all carpets, including under the desks, are vacuumed.
- Vacuum other areas such as the window sills, chair, and its leg. Changed the vacuum head to vacuum furniture, fixtures, corners, and edges when necessary.
- If there are any stains on the carpet, spot clean using cleaning chemicals.

- Sweep and wet mop the floor if the office is not using carpet as floorings.
- Clean ceiling light, AC ventilation grills at least once a month.
- Periodically, execute carpet shampooing, floor waxing and polishing, and window cleaning.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-93

Subject : Maintaining Cloakroom or Luggage Room

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### Policy

To ensure the cleanliness of the cloakroom or luggage room to ensure smooth operation and well-facilitate the service for the guests.

### Procedures

*Notes: In Indonesia and other tropical countries rarely have cloakrooms to hang coats since the weather is not suitable for coat wearing. Typically, the cloakroom is used as a luggage room to store guest luggage and belongings.*

### Procedures:

- Prepare all required cleaning items and chemicals
- Clean the room start from the farthest corner to the entrance door.
- Always move the blocking items when cleaning.
- Periodically execute carpet shampooing or floor polishing.
- Lock back the door after cleaning.

*When there are guests to submit and claim their coats or luggage:*

- Greet the guest according to the time of the day in a friendly manner.
- Offer help when guests take off their coats or jackets.
- Always remind the guest to take care of their valuables and recommend them not to leave any valuables in the luggage room.

- Brush the coat gently if necessary and hang it up with the hanger. Do not forget to put a numbering tag, so the coats and luggage do not mix up. Give another piece of the tag to the guest, so they can claim it after.
- When there are guests who come to claim their coats or luggage, ask the guest for the claiming tag.
- Find the coat or luggage according to the number of the tag and return it to the guest.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-94

Subject : Staircase Cleaning

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### Policy

To clean the staircase in the establishment according to the cleaning procedures to ensure the staircase is properly maintained in accordance with the hotel standards.

### Procedures

- Prepare cleaning equipment and cleaning solutions required.
- Wipe the handrails and balusters, including the surroundings such as walls, hinges, exit signs, fire hose reels, fire extinguishers with a damp cloth.
- Sweep trash and other debris by using a broom and dustpan, then mop the stairs and landings from top to bottom.
- When mopping public staircases, put the wet floor sign and clean when there is less traffic. If there is traffic and mopping is needed, clean half the way and give space for guests to use the staircases.
- Clean the cleaning equipment such as mop, brooms, and bucket, then put back to the storeroom.
- Report immediately if any defect, damage, or other issues are found in the area.
- Report to supervisor if there are any cigarette butts or other signs of abuse is found in the staircase.



Picture 1. 22 Staircase Cleaning

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-95

Subject : Cleaning Windows

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### Policy

To apply correct methods while cleaning mirror or window to ensure the quality of cleanliness

### Procedures

- Prepare all cleaning tools and solutions required.
- Place a dry cloth on the bottom of the glass/window/mirror.
- Spray window cleaning chemicals and scrub the window using the sponge side of a window mop.
- Dry the window or mirror by using a squeegee in a zigzag pattern for cleaning a large area. For cleaning a narrow or small area of the window, dry the window using squeegee down from top to bottom.
- Wipe the excess solution when using squeegee using a clean, dry cloth. Ensure that all corners and sides of the windows are wiped dry.



*Picture 1. 23 Window Cleaning*

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-96

Subject : Scrubbing stone material floor

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### Policy

The scrubbing method should be followed correctly to ensure efficient work practices for stone floor scrubbing and to show concern for the guest's safety.

### Procedures

- Place "wet floor sign" and block the area with divider stands.
- Start with dust mopping the floor, start from the far ends of the area.
- Make sure there are no items or furniture blocking the area of cleaning.
- Pour the diluted all-purpose cleaner with warm water into the water tank of the scrubbing machine.
- Adjust the lever of the scrubbing machine handle according to your position
- Pull the chemical handle to release the cleaning solution.
- Scrub the stone floor area by area.
- Repeat the procedure in the affected areas until the entire floor has been scrubbed completely. Overlap the edges of the scrubbed surface to prevent streaking.
- After the entire floor has been completely scrubbed, use clean water to mop the area.
- Dry the floor after the scrubbing using the scrubber dryer machine.
- When the floor is already dried up, move back all furniture to their previous place and remove the divider stands and "wet floor sign."
- Clean and let the equipment dry, then put the equipment and supplies back in the storeroom.

- Rinse the scrubbing pad with clean water, make sure no chemical is left and hang the scrubbing pad on the wall.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-97

Subject : Carpet Spotting

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### Policy

To spot a carpet efficiently according to the procedures to ensure cleanliness standards.

### Procedures:

- Observe the carpet for any visible stains or spots.
- When found stains, determine the stain sources (oil-soluble, soil, dirt, gum, and food, water-soluble). Remove any stain right away whenever found.
- Use the chemical according to the stain sources (Coffee: cleaned by using water immediately, Juice: can be removed with water and carpet shampoo, Oil: removed by using solvents, Soil: can be removed using carpet shampoo, etc.)

### *How to remove stains:*

- Chewing gum: Spray the anti-gum or special chemicals for gum remover, or hardened with ice and then scraped off using a putty knife.
- Water-soluble stains: dry the stains with a dry cloth, then spray carpet shampoo, scrub with a hard brush, then wait for 2-3 minutes and brush the stain inward. Wipe off chemical residue with a cleaning cloth.
- Oil-soluble stains: absorb excessive oil by using an absorbing paper or dry cloth, spray carpet cleaner directly to the stain, brush it, and wipe with a dry cloth.
- Soil stain: clean the visible soil, then dry the carpet, spray carpet cleaner directly on to stains, wait for 2-3 minutes, brush out soil with a hand brush, pick up the dry foam and soil with a dry cloth, then vacuum it completely.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-98

Subject : Cleaning Carpet using Dry Foam Shampoo

---

### Policy

Maintain carpet cleanliness and appearance using dry foam shampoo in order to ensure hotel ambiance according to the standard of the hotel premises

### Procedures

- Start by shampooing the carpet from the farthest corner of the room and towards the entrance. Shampoo the carpet divided by the area.
- Overlap the edges of each area to ensure the carpet is shampooed.
- Release the dry foam by adjusting the knob on the foam generator.
- Use a condemned sheet to cover the carpet.
- After the carpet is dried, vacuum the carpet.

### Precautions

- All bottom of furniture near the carpet area has to be damp dust as shampoo foam will stick on the surface.
- Ensure that the machine tank does not run dry.
- Too much using diluted carpet shampoo can cause over wetting on the carpet.
- Dry foam can cause carpet fibers to become loose.
- Due to too much chemical accumulated on the carpet, dry foam shampooing without an extraction method can also cause the carpet to look dull.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-99

Subject : Cleaning Hotel Outlets

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### Policy

Provide assurance that all hotel outlets, such as F&B outlets, recreation rooms, etc., are properly cleaned and maintained according to the hotel standard.

### Procedures

- Prepare all cleaning equipment and cleaning chemicals.
- Sweep up bigger debris from the floorings.
- Spot any stains on the carpet and remove them according to standard.
- Clean and wipe telephone and other electronic devices by using cleaning cloth and all-purpose cleaner, make sure they are free from dirt, fingerprints, and odor. Clean electronic screen with special cloths and without any chemicals to prevent screen discoloration and scratches.
- Clean lampshades by using a damp cloth; to ensure that the lampshade is free from dust. Damp dust the lampstands to make sure the lampstand is free from fingerprints and smudges.
- Check the light bulbs to see if they are properly working. If it is fused, change the bulbs.
- Damp dust wooden works with a cloth. Use furniture wax when necessary to make sure that all wooden works are shiny and free from dust.
- Wipe clean any signage with a damp cloth. If there is metal signage, polish the metal sign by using metal polish and dry cloth.
- Clean both sides of the glass door by using a window squeegee and window cleaner.

- Dust mop marble floor to clean.
- Vacuum carpet thoroughly. Pay attention to the corners and edges. Always start vacuuming from the far end of the lounge and move towards the entrance.
- Vacuum any upholstery such as sofa and chairs' cushion.
- If any damage is found, report to the supervisor.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-100

Subject : Back of the House Cleanliness Standard

---

### Policy

To maintain a clean and tidy back of the house area according to standard

### Procedures

#### *Ceiling*

- The ceiling has been completely cleaned. The ceiling area must be free of dust, cobwebs, without any crack or damages. If there are pipes along with the ceiling and ventilation grills, make sure there is no dust visible. Ceiling lights must be working properly without fused bulbs.

#### *Walls*

- Observe the wall from top to bottom and ensure the wall is free from stains.
- Make sure the wall skirting is free of dirt, smudges, scratches, and dust.
- Make sure the light switches are clean and working properly.
- Wall sockets are free from dust, working properly and without any damage.
- Signage, notice boards are correctly hung, fixed properly, and without any dust or smudges.

#### *Doors*

- Door frames are clean, without any dust, stains, and scratches.
- Door hinges are working properly, easy to open and close without any sound, and free from dust and rust.

#### *Fire facilities*

- Fire hose reels and fire extinguishers are set up correctly, checked periodically, always clear without any items blocking and without dust.

- The Fire Alarm is free of dust and works properly.
- Emergency exits are not blocked.

#### *Floor*

- The floor and corners are clean, without any visible trash, soil, and debris.
- Waste bins are correctly set up, cleaned at the outer, not giving out any smells, and there is no excess trash visible.
- Entrances and operational exits are not blocked.

#### *Furniture and Fixtures*

- Furniture and fixtures are always in good condition, clean, free from stain and dust.
- Shelves and storage areas are always properly dusted, neat and tidy.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-101

Subject : Maintaining hotel ambiance to the guests when entering the hotel

---

### Policy

To clean and maintain the lobby area according to the procedures and to give a great first impression and ambiance to the guests when entering the hotel.

### Procedures

- Prepare all the equipment and cleaning chemicals needed.
- Empty all the trash from the rubbish bins.
- Clean all cigarette butts from ashtrays; then wipe the ashtray clean with a damp cloth until it is free from dust, ashes, and smudges.
- Damp dust any decorations (including vases, plants, and flower pots.)
- Clean all the lampshades. Use a soft brush to clean fabricated lamp shades or use a damp cloth. Dust the light bulb.
- Damp dust the front desk counter's, including the top and below the counter.
- Use a vacuum to clean wall panels; use brush head vacuum if necessary.
- Clean all wooden furniture or artwork to clean with a damp cloth, use furniture wax when necessary.
- Clean all the lobby upholstery, including sofas and chair cushions.
- Clean every service exit door, including the door top, hinges, and surface of both sides.
- Clean telephone by using multipurpose chemicals. Wipe the telephones, including the cords, and sanitize the telephone, especially on the button numbers and the phone receiver.

- Clean the guest elevator area, including the front of the elevator area, trash bins, signage, artworks, and buttons.
- Clean inside of the elevator: call down the lift, wipe the ceiling with a damp cloth.
- Clean the glass inside the elevator with a glass cleaner and window squeegee.
- Wipe and sanitize buttons and railings inside the elevator with damp cloth and disinfectants.
- Wipe the floor to clean with a damp cloth or mop. Pay attention to the corners and edges.
- Periodically, clean lift runner or carpet with all-purpose cleaner, scrubbing pad, cloth, and vacuum cleaner. Make sure to hold the elevator onto the cleaning floor so the guests are not using the elevator while still in the cleaning process.
- Wipe both inside and outside of the door to clean with a damp cloth.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-102

Subject : Housekeeping Store Room Arrangement

---

### Policy

Ensure all necessary cleaning chemicals and cleaning tools are neatly organized and available for operation in the storage room. To assure that all cleaning chemicals and tools are neatly organized and available to use for

### Procedures

- Always ensure that the store always has cleaning chemicals and equipment ready for daily operations.
- Make sure all chemicals have been stored in precise containers and are tightly closed. Chemical bottles that have been used must be closed properly, do not leave chemical bottle caps everywhere. Always handle chemicals with care. If there is a chemical spill in the storage room, wipe it up immediately.
- Always return cleaning equipment after use. After that, clean and rinse the cleaning equipment, then return it to the place where the cleaning equipment was taken.
- Prepare all the garbage bags that have been rolled up and place them neatly on the shelves according to the arrangement on the shelves.
- Organize all the other cleaning accessories such as pads, toilet brushes, handy caddy, bucket, sponges, and etc., neatly on the shelves. Separate daily use equipment racks and storage stocks.
- After the shift ends, the vacuum cleaner must be cleaned. The outer body of the vacuum cleaner must be cleaned before being put back into the storage room. Dustbins must be emptied and disposed of properly.

- Before being put into the warehouse, the power cord must be neatly wrapped up around the wire clip. After that, make sure all the machines are clean, and the cables must be inserted into the machine in a neat condition.
- The storage room must be locked at all times when no one is in the room.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-103

Subject : Cleaning Housekeeping Equipment before Returning

---

### Policy

Providing assurance that all tools and equipment must be cleaned before being put back in the storage room is a way of showing respect to coworkers.

### Procedures

*Clean all tools and equipment that have been used before returning to the storage room*

- Before returning, the vacuum cleaner bag must be emptied, the inside and outside of the vacuum cleaner must be wiped clean.
- The water tank on the extraction machine must be emptied and rinsed. All engine cables must be wiped and trimmed by wrapping them in wire clips.
- Spray bottles should always be filled with cleaning solution
- Return items that have been used to their original positions, such as broom sweeps, polish pads, and so on.
- Turn it in with the next shift and write it down in a notebook.

*Report defects*

- Immediately report to the team leader for any defects.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-104

Subject : How to Polish Brass

---

### Policy

Ascertain that all Housekeeping brass is handled professionally and efficiently to avoid the accumulation of brass residue on carpets and floors.

### Procedures

- Cover the floor and carpet with the condemned sheet under the item you're going to polish.
- Using a damp cloth, add a few drops of Brass.
- Polish the brass with a Brass cloth over all areas, use firm pressure to the parts all have whereby it is badly stained. Check and see if the brass is already completely polished.
- Remove all brass residues on the brass with a clean damp cloth. Ascertain that all residues have been eliminated.
- Wipe the brass dry with a dry cloth. Ensure that all brass gaps are cleaned on a regular basis and that no Brass residue is left behind.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-105

Subject : How to Clean Skidproof and Dustproof Pad

---

### Policy

To delight guests, a high standard of cleanliness must be maintained.

### Procedures

- Gather all necessary resources.
- Shake lightly with the skid-proof, and dustproof pads face down.
- Use water to clean the skid- and dust-resistant pad surface. Then, Put the washed pad on the floor, facing down.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-106

Subject : Cleaning Marble Floor

---

### Policy

All housekeeping staff must perform their duties in order to maintain and ensure the sparkling and crystal clear marble floors are in accordance with hotel standards.

### Procedures

#### *Gathering the necessary items for preparation*

- Inspect the machine for any signs of damage. If you find any, notify the team leader.

#### *Requires chemicals and special bottles*

- Fill a special bottle halfway with chemical powder. Slowly pour in one portion of water and shake until well mixed.
- Get the machine and attachments ready.

#### *Prepare the marble floor for crystallization.*

- Start by dampening the marble floor.
- Evenly distribute the mixed powder on 3-5 square meter floors.
- Work slowly when polishing.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-107

Subject : How to Maintain and Clean Leather Surface

---

### Policy

Ascertain that the leather surface has been properly cleaned and maintained by adhering to a strict cleaning regimen.

### Procedures

- Take a dry cloth and leather conditioner.
- Using a dry cloth, spray leather maintainer. One of the sprayed sides should be rubbed with the other side.
- Using the sprayed cloth, polish the leather surface.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-108

Subject : Maintaining Guest on Loan Items

---

### Policy

To ensure that adequate amenities are available for loan to guests, and at the same time, there are procedures to track items borrowed by guests efficiently, as well as collect them in a timely manner.

### Procedures

- Housekeeping staff in the housekeeping department handle loan items that will be loaned to guests.
- All requests for on-loan items go through the Housekeeping Office.
- Through the Telephone Log, all requests are put into the Guest Request Item Log.
- The following information should be included in the Guest Request Item Log:
  - Room number
  - Item
  - Date & Time (Item Out of Storage)
  - Date & Time (Item Return to storage)
- The valet will be notified by the Housekeeping Clerk, who will subsequently bring the item to the guest. When the guest requests that the loan item be picked up, the cashier will page the valet.
- When the guest has completed utilizing the loan items, they must contact the Housekeeping Department.
- All loaned items should be returned to all departure rooms.
- Except for big items like additional beds, bed boards, infant cribs, and headboards, most loan items are maintained at the Housekeeping Office.

- Once a month, a physical inventory of the loan items will be taken.
- The following objects are available for loan:
  - Cribs for babies
  - Strollers for children
  - Warmer for baby bottles
  - Baby bathtub
  - With the tablet, you may sanitize baby bottles.
  - Hygienic napkins
  - Pampers
  - Prayer mats
  - Flower vase
  - Racks for Luggage
  - Boards for the bed
  - Adaptor
  - Extra bed
  - Transformers
  - Foam Pillows
  - Iron & Board

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-109

Subject : Cleaning Pantry/Store Room

---

### Policy

To adhere to Pantry/Store cleanliness standards in order to improve guest service and demonstrate care for guests.

### Procedures

*Remove any heavy machinery and equipment from the store.*

- Place them all outside the store in a tidy manner.

*Clean garbage cans*

- Empty the trash bin
- Use a multipurpose cleaner and warm water to clean.
- Using a dry cleaning cloth, wipe the surface clean.
- Replace any waste bags that have been used.

*Wipe down the shelves*

- Remove goods, set away, then scrub shelves with a sponge and detergent.
- Dry with a clean cloth.
- Put the goods back where they belong.

*Walls that are clean*

- Using a sponge and detergent, dust the walls and clean any filthy stains.
- Wipe the interior and outside of the door from top to bottom.
- Wipe the top and sides of the door frame, as well as the inner and outside parts, using a damp cloth.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-110

Subject : Ensuring Clean Washroom

---

### Policy

To make it easier for guests to get service by offering a clean and sanitary washroom that meets high standards.

### Procedures

- Carry the basket to the washroom's entrance. Place the basket inside if at all feasible to save time.
- Put this card on the entry door's doorknob.
- Bring them to the cart's trash bag and empty it.
- Clean the toilet by flushing it and squirting toilet cleaner within the inner inside rim
- Glass cleaner should be sprayed on the mirrored area and wiped dry.
- Wipe the frame from top to bottom using a damp cloth.
- Spray a sponge with a multi-purpose cleaner.
- Clean and rinse the vanity counter.
- Clean beneath the basin table.



*Picture 1. 24 Cleaning Washroom*

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-111

Subject : Controlling Service Associates

---

### Policy

Check and ensure that all necessary work can be completed in order to meet all standards and delight guests.

### Procedures

*Examine the following aspects of your associate's appearance:*

- Haircut and uniform
- Shoes.
- Male associates should be shaven.
- Female associates should wear light natural make-up.
- Nails should be short and clean.
- A wedding ring is one of the few pieces of jewelry that can be worn.
  - Watch.
  - Earring of a small size

*Check the signing-in process:*

- Check the sign-in time of the associate.
- Ensure that everyone is present.

*Conduct a briefing for associates:*

- Each person should receive a job card.
- Explain the day's work.
- Describe your priorities.

- Review the handover from the previous evening and make any necessary follow-up.
- Comment on the previous evening and what needs to be done in the future.
- Any day-long special event.
- Check with colleagues to see whether they have any questions or if it's all clear.
- Make available working equipment.
- Associates must sign for machines that have been taken.
- Associates should go directly to an assigned work area.
- As you will be in view of the guests, proceed quietly.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-112

Subject : Daily Work Allocation

---

### Policy

All associates must be correctly assigned and reassigned to their daily tasks.

### Procedures

*Make a daily work schedule.*

- Check the duty roster to see who is on duty.
- Make sure that all positions are covered.
- Replace uncovered positions with relief housekeepers.

*Print out the appropriate job card.*

- Take out job cards for each section.
- Enter the name of the associate.

*Any tasks should be allocated.*

- Any special tasks that must be completed for the day should be assigned.

*Utilization of the job card*

- Each section that must be covered on a daily basis is assigned to a job card.
- The task to be completed as well as the timing for each area is both mentioned.
- As he covers each section, put an associate sign next to it.
- He is free to add any additional comments about the events of the day.
- This sheet can also be used to track maintenance problems.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-113

Subject : Lobby Inspection

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### Policy

The housekeeper is expected to have a smooth housekeeping operation; a professional lobby inspection then should be performed in accordance with hotel standards.

### Procedures

- Always begin at the entrance and work your way around, inspecting everything in great detail.
- Examine the doors, frames, handles, behind the doors, and floor rails.
- Examine the walls from top to bottom.
- Examine the floor, skirting boards, and corners.
- Marble floors should be polished well
- Examine the front desk, cashier, concierge, countertops, wall ledges, and floors.
- Examine the ceilings.
- Examine the pillars, as well as the planters and plants behind them.
- Examine the curtains and sheers, as well as the area behind them.
- Examine the ventilation grills.
- Examine the ceiling corners for cobwebs.
- Ceiling lights should be checked for dust and cobwebs.
- Check the ashtrays that are left out; they should be clean. Cigarette butts must be removed, and sand must be stamped with the hotel logo.
- Picture frames must be dust-free on all sides, including the inner and outer edges.
- Examine the furniture, especially under the cushions and between the fixed cushions.
- Check the chairs and tables; they should be clean and stain-free.

- Examine the lighting for cleanliness and functionality.
- Examine the decorative items; they should be free of dust and blemishes.
- Examine carpets to ensure that they have been thoroughly vacuumed and are stain-free.
- Go through the lobby, marking the items to be checked off one by one. This will aid in thoroughly inspecting the area and will be useful for follow-up.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-114

Subject : Inspection of Lifts

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### Policy

To provide a clean facility for guests in order to demonstrate concern and care for guests.

### Procedures

*Check the following areas on the inside of the lift for clean and luster:*

- Indicators for the floor.
- The frame of the door should be lifted.
- Outside of the lift doors.
- Plates must be pushed.

*To determine if the door is open, check the lifts:*

- The inside frame of the door is clean and gleaming.
- There is no dirt on the inside of the floor rails.
- There is no dust or cobwebs on the ceiling.
- The lights, as well as the walls, are in good condition.
- Mirrors are free of fingerprints and smudges.
- Rails are tidy and well-maintained.
- There are no scratches or fingerprints on the door.
- There are no stains on the floor.
- Make sure the lift comes to a complete stop parallel to the landing.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-115

Subject : Inspection of Restroom

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### Policy

Ascertain that the restroom inspection has been completed thoroughly in order to satisfy the guests.

### Procedures

Begin your search at the front door. Check everything from left to right, including the following areas:

- The top, surface, hinges, and closer on the entrance door are all in good working order and clean. Ascertain that the varnish is free of scratches and dust.
- The door surfaces are free of scratches and damage, and they are not warped.
- The door closer is in good working order and is dust-free.
- There is no debris in the corners behind the door.
- The ceiling, lights, and ventilation grilles are all dust-free.
- Make sure that all of the light bulbs and the air conditioner are in working order.
- Stains and dust are not visible on the walls.
- The light switches are in good working order and are dust-free.
- There are no fused bulbs in the wall lights, and the light bulbs and defuses are dust-free.
- Mirrors have to be shiny and spotless, free of stains, dust, and smudges.
- Vanity counter: gleaming, free of dust and water stains.
- As is customary, paper towels and amenities are replenished and set up.

- Basins are gleaming and free of water stains and smudges. Check the overflow, stoppers, and drains in particular, looking for any buildup around the drain overflows and debris under the stoppers.
- Chrome components: Taps and stoppers are gleaming and free of watermarks and buildup.
- From the inside, the cupboard is well varnished, dust-free, and well organized.
- Water pipes: Chrome parts are sparkling and dust-free.
- The hand dryer is in good working order and is free of dust and stains.
- The air deodorizer is in good working order and is dust-free.
- The garbage cans are clean, and the trash has been emptied.
- Floor drains are gleaming and odorless.
- The top of the partition is dust-free.
- The doors are in good working order and are free of dust and stains.
- The walls behind the toilets are gleaming and dust-free.
- Bowls are spotless on the inside, outside, and beneath: Check to see if the toilet is working properly by flushing it. Make sure the holes surrounding the inner rim are clean and free of buildup and debris.
- Watermarks, urine stains, and hair should be removed from both sides of the toilet seat and cover, as well as the hinges.
- Toilet paper dispensers: Chrome parts are gleaming and dust-free, and toilet paper is refilled.
- Chrome parts, such as toilet roll buttons and pipes, are gleaming and free of dust and watermarks.
- The floor is dry, free of watermarks, dirt, dust, and hair, and it is clean and gleaming.
- Toilet paper should be replenished and folded according to industry standards.
- Examine both the internal and external parts of the urinal, paying special attention to the inner rim for yellow stains.
- Check to see if the flushing system is in good working order.
- The air is clean, and the tiny plant is in good condition.

- The leaves are free of dust and dirt.
- The pots are in good condition and free of stains.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-116

Subject : Inspection of Outlets

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### Policy

Ensure that all hotel outlets are clean according to hotel standards; housekeeping staff must thoroughly inspect all hotel outlets.

### Procedures

*While inspecting, make sure to look for the following things:*

- The inside and outside of the entrance door, as well as the hinges and door frame, must all be clean and functional.
- The ceiling and lights should be clean and free of cobwebs, and the ceiling should be in good working order.
- The ventilation grills are clean and face one way.
- The walls and floors are clean, free of stains, and in good shape.
- Pictures and artwork should always be organized neatly.
- Electric sockets must be secured to the wall with a strong adhesive.
- Skirting boards should be free of debris.
- Stains and holes should be removed from the upholstery.

*Examine the furniture*

- Legs and frames of furniture should be clean and in good shape.

*Counters should be checked.*

- The area in front of the counter should be kept tidy and clean.
- The leaves of the plant should be in good shape and free of dust.
- Inside and out, plant pots should be clean and free of marks.
- The glass and frame should be spotless and free of any blemishes.

- All flowers should be in good condition, and the vases should be filled with enough water.
- Exit lights must be clean and operational.
- Clean the fire hose reel and extinguisher.
- The service door, door closer, hinges, and walk-off mats should all be clean and functional.
- Check the cleanliness of the service entrance floor.
- All maintenance issues should be reported to the engineering department as soon as possible.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-117

Subject : Inspection of Back Stairs

---

### Policy

To maintain a high quality of cleanliness and examine the rear steps as needed.

### Procedures

#### *Check fire exit stairs floor by floor*

- The entrance doors and frames must be spotless.
- Exit signs are clean and in good working condition.
- Any blemishes or marks on the ceiling or ceiling lights must be removed.
- The ceiling under the stairs, as well as the walls, must be thoroughly cleaned.
- Fire hose reel cabinets, windows, and frames are always in good operating order.
- Floor indications should be prominently shown.
- Cleanliness must be checked on floor skirting boards, stairs, and landings.
- All defects should be reported to the engineering department right once because they could have significant repercussions.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-118

Subject : Inspection of Pantry/Store Room

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### Policy

Ascertain that the Pantry/Store Room Inspection has been carried out in a systematic manner in order to satisfy the guests.

### Procedures

- Supervise the cleaning of the machinery and equipment.
- Make sure the shelves are free of debris.
- Cleaning supplies must be stored correctly.
- The entry door and frame are spotless and dust-free.
- The ceiling and lighting should be spotless.
- The walls must be clean and functional.
- Electric sockets must be installed securely.
- The washbasin, taps, and pipes should all be clean and in excellent working condition.
- The floor and floor skirting should be cleaned.
- Trash cans must be cleaned and emptied on a regular basis.
- The bulbs must be cleaned.
- All cabinets should be locked.
- Ensure that the water is switched off.
- Turn out the lights.
- Lock door entry.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-119  
Subject : Guest Laundry Checking

---

### Policy

To make the laundry service more convenient for guests in accordance with hotel policy.

### Procedures

#### *Checking the room number*

- Check the laundry list to see which room number the guest laundry belongs to. If no room number is shown, notify the team leader.

#### *Checking the Date*

- Confirm the date, and if there isn't one already filled in, add one.

#### *Checking the names of the guests*

- To confirm, read the guest's name carefully.

#### *Counting the items*

- Count the things precisely based on the items that the guests fill.
- Check to see whether any of the items are filled.
- Report any inconsistencies to the supervisor so that the guest can be contacted. Follow the "discrepancy procedure" marked on the clothing and the laundry list.
- Check the laundry one by one and make a note of each item's characteristics on the laundry list.
- Color, trademark, design, material, and everything else that may distinguish this item from another are all on the table.
- The laundry should be packed according to the laundry list that has been checked.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-120

Subject : How to Handle Laundry Discrepancy

---

### Policy

All laundry matters should be handled professionally and effectively to avoid laundry discrepancies.

### Procedures

- When the number of rooms at a hotel differs from the number of guests, there is a discrepancy. For instance, a guest identified one suit set, but the check-marker discovered that they are in various styles, colors, or designs, with one jacket and one pair of trousers.
- The team leader should be notified of any discrepancies.
- The discrepancy notice card must be completed correctly.
- Calling guests and sending cards to inform them of the situation is a good way to start.
- Instruct the guest by calling him or her.
- If required, take the laundry bag to the guest room to notify the guest.
- Stopping the service process to await more instructions from the guest is unnecessary.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-121

Subject : Identifying Damaged Laundry

---

### Policy

To identify damaged laundry in order to ensure proper service and to prevent any further delay.

### Procedures

- To locate the damaged area, check the following:
  - Spots or discoloration
  - Stains that are quite strong
  - Cutting or Tearing
  - Deformities
  - Heavy clothes
  - Patches of shine
- To get a sufficient understanding of formulas related to design, sewing, inertial dry-cleaning, washing, spot-cleaning, and pressing problems.
- Any damage discovered during the job inspection should be reported to the supervisor, who should then come to a conclusion and, if required, notify the guest.
- Report what you found to the supervisor, and the supervisor should notify the guest to receive confirmation.
  - Call the guest politely.
  - To check with the guest, go to the guest room.
- Complete the (damage) consent card properly.
- Pack the clothing with the "damage card" from inside and return it to the guest room, then wait for confirmation.

- To complete the logbook with a complete record.
- Remember that damaged laundry should be paid for appropriately.
- Keep in touch with the guest. Every two hours, call the guest.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-122

Subject : Guest Laundry Deposit Service

---

### Policy

To ensure that the Guest Laundry Deposit service runs smoothly in accordance with hotel policy.

### Procedures

- Carry out the laundry service as usual.
- Record the following information.
  - Date
  - The Room Number
  - Name of the guest
  - Give Mark
  - The number of hangers
  - How many bags are posted or not posted?
- Post the bill as usual service.
- If the guest checked out before posting, keep the entire laundry list attached to the cleaned laundry until the guest checks back in. Make proper entries in the deposit log book.
- Keep the laundry in the deposit wardrobe; carefully and correctly, and keep the laundry list separate from the laundry.
- Weekly inspections are required to keep the deposit wardrobe clean and in good working order.
- When the guests return and request laundry delivery, take the laundry, inspect it, and bring it to the new check-in room.

- Before delivery, enter the laundry bill into the system.
- Make sure the deposit laundry is labeled with the guest's name rather than the room number.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-123

Subject : How to Handle Guest Laundry Express and Pressing Service

---

### Policy

To ensure that expedited service is completed correctly, on time, and efficiently.

### Procedures

- Within four hours, an express service should be delivered.
- The team leader should know about any express or pressed service.
- Read the laundry list thoroughly to ensure that any specific instructions for quick service are not overlooked.
- Each item of laundry should be marked with an express mark to avoid any delays.
- Laundry production operators should work together to finish the express service on time.
- Operators should pay closer attention and avoid re-production.
- Prior to delivery, a posting should be completed.
- Work should be delivered without delay.
- Fill out the guest laundry control sheet completely and accurately; keep a note of any express or pressing services for future reference.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-124

Subject : How to Deliver Guest Laundry

---

### Policy

To show respect to the guest, ensure that the guest's laundry is delivered on time and in good condition while maintaining the cleanliness standards of laundry delivery processes.

### Procedures

- Find out the giving number and room number on the guest Laundry Control Sheet.
- Check the laundry according to the laundry list and holder, paying attention to the room number, the giving mark, the hangers, and bag pieces.
- Fill out the delivery logbook completely and accurately.
- Place hangers on the railing, keeping in mind that the open side of the hook should not face you. Bags should be properly placed in the slot. Make sure that both hangers and bags are loaded according to their room number.
- Deliver the laundry back to the guest room, maintaining the courtesy.
- If a guest opens the door, greet them with "Good morning/afternoon/evening, Mr./Mrs. X." If the guest is not in the room, use the key to unlock the door.
- Bags should be put at the end of the bed, with the king-size bed in the middle and the twin-size bed on the left side. Keep the door closed.
- It is unnecessary to ask the guests to sign on the laundry for receipt. The valet number should exit the room as quickly as possible after placing the clothes.
- Fill in honestly and accurately the guest laundry control sheet.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-125  
Subject : D.N.D Room Guest Laundry Service

---

### Policy

To deliver laundry on schedule in order to satisfy the demands of guests and to avoid any delays.

### Procedures

- Don't knock room with "DND."
- Fill out the guest privacy card correctly.
- To remind the guest, slip the guest's privacy card in the DND room.
- Fill out the guest laundry control sheet correctly.
- Fill out the case in the logbook correctly. Laundry should be stored in the laundry room.
- To deliver the laundry, try calling the guest.
- Once per hour, call the guest.
- Suppose the laundry is unable to deliver owing to the presence of a DND sign. It is important to pay special attention to this.
- When the AM shift begins, the laundry should be placed on the delivery trolley with the laundry list, and the DND logbook should be handed over to the Housekeeping office.
- Housekeeping should be in charge of delivering the laundry.
- Morning shift inspectors must get the DND logbook from Housekeeping and determine whether or not the DND laundry is delivered by overnight Housekeeping; if not, it must be performed on a continuous basis.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-126  
Subject : Guest Complaint Handling

---

### Policy

Ensure that complaints from guests are handled with care and attention in order to satisfy them.

### Procedures

#### *Pay attention to the guest*

- Pay attention to the entire story.
- Find the source of the issue.
- Let the guest speak first.
- NOD head and listen closely.
- Do not attempt to interrupt the guest.
- Don't get into a debate with the guest.
- Keep eye contact with the guest.
- Write down all the important information.

#### *Apologize to the guest*

- Excuse your guest even though you are not accountable
- Never blame coworkers.

#### *Take action right away.*

- Tell the guest right away what you're going to do.
- As soon as possible, report your supervisor.
- Suppose the team leader is unable to be reached. Report to the manager or assistant manager.
- Never make a promise that you are unsure about or that the hotel can't fulfill.

- To resolve a complaint, check with the team leader before you take any action.

*Following up*

- Ascertain that the action was taken and that the guest was satisfied.
- All complaints should be reported. Small complaints should be reported to the team leader, and the matter should be recorded in the logbook.
- Serious complaints should be reported to the Executive Office.
- The Executive Housekeeper and Laundry Manager should consult with the General Manager to determine what constitutes "serious."

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-127  
Subject : Removing Discard Linens

---

### Policy

All discarded linen must be removed to maintain Hotel's Linen quality.

### Procedures

#### *Spotting discarded linen*

- Set it aside. Do not combine with the other linen.
- Send it to the Linen Room at the end of the shift.

#### *Ripped linen*

- The Linen Attendant inspects ripped linen before storing it on the Discard Shelf.

#### *Soiled linen*

- The Linen Attendant is responsible for separating the linen and delivering it to the Laundry for rewashing or spot cleaning.
- If the stain has been removed, reintroduce the item into circulation.
- The Linen Attendant must place the item on the Discard Shelf if the stain cannot be removed.

#### *Inventory*

- All discarded linens should be counted and recorded during inventory.

#### *Linen that has been converted*

- Linen that can be converted, such as a king sheet to a twin sheet or a pillowcase, a bath towel to a cleaning cloth, and so on, should be set aside for sewing.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-128  
Subject : Preparation for a Guest's Arrival

---

### Policy

Ensure that all necessary preparations have been made in a timely and suitable manner prior to the arrival of guests.

### Procedures

#### *Check the Time of Arrival:*

- Check one day before and on arrival in the morning. Ensure rooms are blocked by the room Administrator.

#### *Examine the Guest History*

- If the guest is a return guest, make sure that all of his or her wishes are met.

#### *Follow up with the Housekeeping*

- Communicate time of arrival and expected cleaning of the room with housekeeping

#### *Examine the Room*

- The Butler will examine all amenities in Clubrooms.
- The Head Butler will check all VIP rooms. Examine the room in accordance with the standard criteria.
- Any discrepancies must be corrected so that the room is ready for presentation before the guest comes.

#### *Ascertain the following:*

- Quality and presentation of the fruit plate
- The quality and presentation of the flowers or chocolate/Pastry.
- The presentation and quality of the welcome letter.

- Quality and presentation are important when giving a gift to a returning guest.
- All special requests of the guest shall be followed up

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-129  
Subject : Rooming a Guest

---

### Policy

To inform guests about hotel facilities and services by following hotel policies.

### Procedures

#### *Greeting on the elevator*

- The Butler will be introduced by name by the Guest Relations Officer, and the room key will be handed to him.
- Thank you to the Guest Relations Officer.
- Bow slightly and greet the guest as follows: "Welcome (back) to X (your hotel name) ....., Mr./Mrs. (Guest's name) XX"
- Offer yourself to bring his/her briefcase or coat while escorting the guest to your room.

#### *Display the room*

- With the guest key, open the guest room door (check that it works before the guest comes), hold it open, and put the key into the master switch.
- Allow the guest to enter the room first and then proceed with one of the scenarios below:
  - Allow the bellman to enter the room if he is standing outside the door. Do not begin the presentation until the bellman has completed the baggage placement. As soon as the bellman leaves, begin the presentation.

- Allow the bellman in and stand while he arranges the baggage if he arrives after you have finished "The Presentation." After he leaves the room, continue.
- Typically, a tip is given to the bellman. Allow the guest to hand it over to him, but don't linger too long.

#### *Present the facilities inside the room*

- Do not presume that the guest will have time for a full presentation. Ask the guest, "May I take a few seconds to describe the amenities of your room?"
- Instructions on the following topics are always included in guest orientation:
  - Temperature regulation
  - Exits for emergencies
  - Information about internet access technology
  - Electrical power
  - Restaurant and Bar Introduction
  - Introduction to the Club's services and benefits.

#### *Services offer*

- All guests are provided Ice or prepared in the room.
- While greeting guests, the butler will provide complimentary shoeshine and pressing services.
- The butler will offer to take jackets and hang them in the closet during the rooming.

#### *Exit the room.*

- Ascertain that all of the guest's queries have been answered and offer extra services.

#### *Following up*

- All requests from guests must be followed up with the proper departments.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-130  
Subject : Uniform Cleaning and Maintenance

---

### Policy

To guarantee that all hotel employees' uniforms have been properly cleaned and maintained in order to enhance the hotel's quality.

### Procedures

#### *Cleaning the uniform*

- Employees must exchange their uniforms in the Uniform Room one for one, clean for filthy.
- When the filthy uniform is received, the uniform attendant will separate it into four carts: kitchen uniform, dark-colored, light-colored, and things for dry-cleaning.
- The uniform attendants must send the soiled uniforms to the laundry to be processed at 10.00 am and 4.00 p.m. every day.

#### *Inspection of Uniform:*

- The Uniform Attendant must inspect zips, buttons, stains, skirt or trouser hems, and other details when the clean uniforms are returned from the Laundry.

#### *Book of Uniform Repair:*

- If any of the staff uniforms need to be repaired or repaired, the responsible staff members must record the request in the Uniform Repair Book, which is kept at the Linen Rooms counter.
- When returning the dirty uniform, notify the Uniform Attendant of the problem.

*Sewing/Mending/Rewashing:*

- At the end of each shift, the Uniform Attendant must check the repair book and follow up on staff requests.
- The Uniform Attendant is responsible for sending soiled uniforms to the laundry to be rewashed.
- If the uniform is beyond mending, the Uniform Attendant is to report this to the Executive Housekeeper and get approval for the uniform to be replaced.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-131  
Subject : Serving Welcome Drinks

---

### Policy

To make sure the guests feel welcomed with full hospitality by offering welcome drinks.

### Procedures

#### *Preparation*

- Double-check and confirm VIP information, such as guest's name, room number, and arrival time. The supervisor makes sure to announce it in the daily briefing.
- Prepare in the pantry welcome drink cups/glasses and other utensils according to the number of guests.
- Prepare one set of welcome drinks in one room. If it's a welcome tea, prepare including the teapot, teacup in the tea basket, and one tea bag inside this pot. Open the tea bag, dispose of the tag and brew the tea with hot water inside the teapot. Make sure to make the tea in the pantry ten minutes before the guest arrives
- If the welcome drink is champagne/wine, make sure there is a wine bucket filled with ice and put the champagne inside. Put the champagne flute/glasses in front of the champagne bottle and put it crossways, and lay it on top of the ice bucket. Do not open the champagne.
- If the welcome drink is a specialty drink, make sure the drinks are served according to the best temperature to be consumed. If it is a hot drink, make sure it is still warm/hot when the guest comes. If it is a cold refreshing drink,

in which the ice is diluted to the drinks, make sure the drinks are not watery and can be served in the best condition.

- Pay attention that all the teacups and glasses are cleaned and complete. If guests require an extra bed, prepare more cups and glasses according to the number of guests.
- Make sure that every drink is made in the pantry, except champagne, which can be prepared inside the room before the guest is coming.

*Send the welcome drinks to the guests*

- When it is time for the guest's arrival, prepare the drinks on a tray.
- Ring the doorbell or knock on the door according to the hotel entering guest room procedures.
- Politely greet the guests with a smile and warm eye contact by saying, "Good morning/afternoon/evening, Sir/Madam, Welcome to ABC Hotel, this is a welcome drink for you." At the same time, introduce yourself. "My name is Abc, I am your room attendant, and I am very glad to serve you."
- Ask the guests whether they want you to serve the drinks. If not, just put the drinks on the living room table. If they need help, pour the drinks into the cup/glasses & give them to the guest with your hands. Treat with caution if you serve hot drinks.
- After serving, retreat & leave the room.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-132

Subject : Checking on the Housekeeping Logbook

---

### Policy:

To make sure smooth operational activities, Control Desk has to check the logbook properly, all information and events needed in the logbook were confirmed, and all the required tasks have been performed according to the hotel's standard.

### Procedures:

- Check all the notes written on the previous shift.
- All actionable items completed in the logbook by the previous shift should be signed as completed; otherwise, the status of the case is still open and must be acted accordingly.
- If you are not clear about the instructions, ask the relevant person from the previous shift and tell them to explain.
- Every outgoing and incoming staff in every change shift must sign the logbook.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-133

Subject : Serving Food to the Guest

---

### Policy

To ensure proper food serving method in order to give the best service possible to the guests.

### Procedures

- Greet the guest by saying: "good morning/afternoon/evening, Mr. xxx (guest name)"
- Help the guests to be seated by taking off the jacket, pulling the chairs, and by saying "Have a seat, please Mr. xxx" or "Here is your seat, Mr. xxx"
- Ask the guest whether they will take the buffet or a la carte. If the guest takes a la carte, present the a la carte menu to the guest. If they choose a buffet, introduce the buffet to the guest. Mention them where they can get the hot dish, cold dish, pastry station, snack station, etc.
- Take the guests' beverage order by saying: "What would you like to drink?" Offer the guest special of the day or recommend your favorite drinks menu.
- When serving the drink, say, "Here is your Pina Colada, please enjoy." Make sure to mention the order to ensure there is no mixed-up order.
- Offer the napkin to guests and place it in their lap.
- Serve the meal when it is ready. Make sure your hands do not touch the guests' meal.
- Pay more attention to the guest plate; when it is done, clear up the plates.
- When the guests are done and ask to pay the bill, handle the settlement by cash/credit card/room charge accurately.
- Thank the guests and bid them farewell.

- Clean the table, then reset the table so it can be used with other customers.



*Picture 1. 25 Serving Food to the Guest*

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-134  
Subject : Serving Drink to the Guest

---

### Policy

To ensure proper beverage serving methods in order to give the best service possible to the guests.

### Procedures

- Greet the guest according to the time of the day: "Good morning/afternoon/evening, Mr. xxx."
- Seat the guest while pulling the chairs to the guest. "Here is your seat Sir/Madam."
- Present the drink list/beverage menu. Open the menu when giving it to the guest. Give recommendations or specials of the day. Let the guest select their choice of drinks.
- Take the guest order. After the guest finishes their order, repeat their order to double-check.
- When the drinks are done, check if the drink is correct. Prepare guest supply according to the menu standard (For example, coaster, napkin, straw, etc.)
- While serving the order, mention the name of the drink to avoid mixed serves.
- Always check back to the guests whether they would like to have another drink or to clean up the ashtray.
- When the guests are done and ask for the bill, handle the settlement by cash/credit card/room charge accurately.
- Thank the guests and bid them farewell.
- Reset the table.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-135

Subject : Answering Internal Call

---

### Policy

To ensure that any phone call from inside the hotel has been answered properly by following the standards.

### Procedures

- Always pick up the call within three rings.
- Greet the caller according to the time of the day: "Good morning/afternoon/evening, Housekeeping Department, xxx (your name) speaking, how may I help you?"
- Always put a smile into your voice, and never take any call when you are chewing something. Address guests' names if possible.
- Listen and identify the guest's needs. Repeat their order/their needs to make sure we are correct. Do not interrupt the guest during the dialogue.
- If you need to connect the call, inform the guest, "Just a moment please, I will put you through to...." If the guest orders something, write it down in the logbook.
- Bid farewell to the guests, and wish them a good day/good evening. Hang up the receiver after the guest hangs up.
- Call the related person in order to complete the guest's needs.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-136

Subject : Answering External Call

---

### Policy

To ensure that any phone call from outside the hotel has been answered properly by following the standards.

### Procedures

- Always pick up the call within three rings.
- Greet the caller according to the time of the day: "Good morning/afternoon/evening, Hotel ABCD (hotel's name), Housekeeping Department, xxx (your name) speaking, how may I help you?"
- Listen and clarify the guest's needs. Repeat their order/their needs to make sure we are correct. Do not interrupt the guest during the dialogue.
- If you need to connect the call, inform the guest, "Just a moment please, I will put you through to..."
- Bid farewell to the guests, and wish them a good day/good evening. Hang up the receiver after the guest hangs up.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-137

Subject : Making Internal Call

---

### Policy

To make a proper internal call by following the hotel rules and standards.

### Procedures

- Lift the receiver. To do an internal call, we must dial the extension number. To dial Guest rooms, press the dial extension number and then the room number. To call the Internal admin between the hotel' department, dial the extension number directly.
- Verify the Number is correct by checking on the phone screen.
- Announce yourself using the time of the day: "Good morning/afternoon/evening, Housekeeping Department, this is xxx (your name) speaking....."
- Tell the other person what you need.
- Thank the person for the assistance.



Picture 1. 26 Making calls

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-138

Subject : Making an External Call

---

### Policy

To make a proper external call by following the hotel rules and standards.

### Procedures

- Lift the receiver. Dial the extension number for the external call, then press the number you require to call.
- Verify whether the Number is correct by checking on the screen of the telephone number appearing is correct.
- Announce yourself using the time of the day: "Good morning/afternoon/evening Mr/Mrs. xxx (guest name), this is xxx (your name) speaking, I am from Hotel ABC....."
- Tell the other person what you need.
- Thank the person for the assistance.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-139

Subject : How to turn Mattress

---

### Policy

To ensure the room attendant turns the mattress according to the procedures and given schedule.

### Procedures

- A mattress in every room must be turned at least four times a year to ensure a complete rotation.
- While turning the mattress, the room attendant must thoroughly vacuum the mattress and the box spring.
- If there is a twin room that is usually rented to a single person, the bed must be switched once a year.
- Beds must be checked for any tears, stains, sagging, wear out, and frayed corners and edges. Box spring also must be evaluated.
- Use proper ergonomics when lifting the mattress.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-140

Subject : Escorting Guest to the Dining Table

---

### Policy

To ensure the highest level of service, provide guests with a suitable seating arrangement based on their preferences; this procedure also ensures all guests are taken care of.

### Procedures

- Offer a choice of seating to the guest between smoking or non-smoking areas. Make sure the number of people coming in to sit together with the guest table. This is to ensure tables according to their preferences and help the staff to set up the table.
- Ask guests to follow your lead to escort them to their seats. "This way, please, madam/sir" Show with your right arm/hand this way. Do not point directions with your finger.
- Always walk in front of the guest, maximum 2 meters, do not walk too fast or too slow, and make sure the guest is following you by looking back every time. Do not leave the guest too far or unattended; check the guest and make small talk to showing friendliness.
- If possible, let the guest choose the table and make sure by saying, "Is this table fine to you?"
- Pull the chair away from the table by grabbing the back of the chair with both hands, leaving enough space for the guests to enter, ladies first, by offering the lady seat with your hand.

- Slow and carefully push the chair back, exactly when the guest is about to sit down.
- Offer to lay the napkin in the guest's lap.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-141

Subject : Floor Stripping and Sealing

---

### Policy

To provide a safe and sanitary floor for the guests in order to demonstrate the property's concern for the guests.

### Procedures

#### *Preparing the Area*

- Close the area to avoid foot traffic and to prevent accidents.
- Remove all the furniture in the area that needed to be stripped and sealed.
- Clean the floor by dust mopping the floor. Remove any gum, stickers, and other sticky dirt from the floor surface.
- Prepare the stripping solution according to the chemical instruction.

#### *Removing Old Wax*

- Wet the floor with the stripper solution and using a strip mop. Leave the solution for 5 minutes. This will allow the floor stripper to soften and melt the wax.
- Scrub the floor with a scrubbing machine. Use a scrub pad soaked with the stripper solution, clear old wax from the corners and edges.

#### *Rinsing and Drying*

- Pick up the stripper and old wax, use the wet vacuum to clear all the remaining solutions.
- Apply water to the floor. Vacuum again to pick up the dirty water. Repeat the process until the floor has been thoroughly rinsed.

- Where pick up is required with a mop, always use a clean mop, and never use the same mop that has been used for spreading the stripping solution.
- Observing the floor ensures a clean & even appearance. All marks and old sealer should be removed. If not, repeat the scrubbing. Allow the floor to dry thoroughly.

### *Applying Floor Sealer*

- Always seal the floor when it is already thoroughly scrubbed. Floor discoloration will quickly develop due to soil entrapment when the floor is resealing when not scrubbed completely.
- Prepare the sealer according to the manufacturer's instructions. For applying floor finish and sealer, rayon or rayon blend mops are preferred over cotton mops. In comparison to cotton mops, rayon does not leave lint and does not contain natural oil, which may interfere with the application.
- Polish the floor from left to right and back with a clean mop dipped in the solution and removed any excess.
- Begin with the area furthest away from the door or wherever you intend to exit. Ensure that the first coating completely covers the area. Allow the coat to dry for about 12-15 minutes.
- If you would like to apply several coats, allow adequate drying time between coats. The drying time is affected by a number of factors, including coat thickness, temperature, humidity, and ventilation; an adequate drying time falls between 30-45 minutes. You can use a fan to improve the airflow for extremely low ventilated areas.
- Allow the wax to harden. To bring up the shine, it is best to leave it overnight before buffing.
- Clean and store all equipment after buffing.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-142

Subject : How to Clean Public Restroom

---

### Policy

To maintain a clean and sanitary public restroom by following step-by-step procedures.

### Procedures

*Check the status of the Restroom:*

- Knock on the door and say, "Housekeeping." If there is no answer, knock again and repeat "Housekeeping."
- Wait a second time for a response. If you still do not receive an answer, open the door slightly and repeat "Housekeeping."
- If there are guests inside, excuse yourself and close the door. If the washroom is empty, keep the door open and put the door stop. Position the floor sign that indicates the restroom is being cleaned.

*Clean sinks and countertop areas:*

- Clean the countertop area by using a multipurpose cleaner and clean cloths. If there is water build-up or hard stain, scrub with a sponge, rinse and dry it completely.
- Clean the sink, including the chromes. Polish dry the chromes to remove any water sports. Spray cleaner into the sink, scrub it, and check the drain trap. Remove any debris or hair stuck and clean completely. Dry afterward.
- Damp Dust any exposed plumbing under the sink.
- Wipe the mirror with a glass cleaner solution, and buff dry.
- Replace wastebasket liners and spray disinfectant if needed.

*Clean toilets and urinals:*

- Pour the toilet cleaner into the bowl and let it sit for 10 minutes.

- Scrub the inside of the toilet or urinal using a toilet brush, then flush.
- Use a clean cloth to clean exterior surfaces from top to bottom.
- Wipe dry all exterior surfaces of the toilet and urinals. Polish handles completely to avoid water stains.

*Clean washroom walls and fixtures:*

- Spot-clean walls for fingerprints and smudges; this includes partitions between walls.
- Dust any lighting fixtures. Replace bulbs if needed.

*Restock dispensers:*

- Restock any guest supplies, such as toilet paper, tissue, paper towels, and soap.
- Make sure to clean and polish dispensers to remove any fingerprints or stains.

*Clean the floor:*

- Mop the floor with warm water and an appropriate cleaning solution for the restroom.
- Rinse the floor using hot water; wring mop frequently.
- Dry the floor.

*Make one final check:*

- Give one last look at all areas of the public restroom. Smell the air for any unusual odors. Use air freshener if necessary. Close the door after everything is done.



*Picture 1. 27 Cleaning Public toilet*

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-143

Subject : The Removal/Relocation of Furniture

---

### Policy

To ensure housekeeping staff performs removal or relocation of hotel furniture according to the operating rules and standards.

### Procedures

- All furnishing items in the hotel's public areas may not be removed or relocated without the permission of the General Manager.
- Once approved, the furniture may only be removed or relocated by the Housekeeping Department.
- If there is a special set-up for functions, the Executive Housekeeper will coordinate with the Food & Beverage Department with regards to the storage of the furniture.
- When the public area furniture is removed to the storage room on a temporary basis, the responsibility to have them properly protected is by the Housekeeping Department.
- If needed, The Banqueting Department may have its own special sofas and armchairs available for special functions. These items will be proposed to the function/event organizer.
- In a case where the event organizer insists on the change of hotel's public areas furniture, the necessary permission has to be obtained from the General Manager, with the Director of Food & Beverage had discussed the relocation with the Executive Housekeeper, the corresponding remark about the time, place, duration, and so on that will appear on the Banquet Event Order (BEO) Form.

- If there is any furniture damaged or broken after a function, the Executive Housekeeper has to be informed, and then the executive housekeeper will inform the Director of Food & Beverage and the Financial Controller immediately.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-144

Subject : How to clean wet Mattresses

---

### Policy

To provide step-by-step cleaning procedures for the housekeeping personnel so as to clean wet mattresses.

### Procedures

*When the time and weather allow (preferable sunny and dry weather):*

- Pat down the wet area on the mattress with a disinfectant solution.
- Turn over the mattress and lay the wet side on a flat surface on top of dry towels.
- When most of the moisture is absorbed, lay the mattress, with the wet side up in the sunshine to dry completely.

*For a quick make-up when the room is needed:*

- Place the plastic cover over the box-spring.
- Cornstarch should be sprinkled on the wet area of the mattress and applied to the corresponding spot on the plastic cover.
- Flip the mattress over, aligning the wet spot with corn starch on the plastic cover.
- The bed can now be made up right away. The corn starch absorbs all moisture and odors from the mattress.
- Examine the mattress in the next make-up room. Remove the saturated corn starch. Take off and wash the plastic cover. Make the bed with new linens.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-145

Subject : Clean and Defrost the Refrigerator

---

### Policy

To ensure that the refrigerator has been cleaned and defrosted in accordance with the standards and procedures.

### Procedures

- To defrost the freezer in the refrigerator, set the dial to defrost and switch OFF the main fridge.
- Remove all refrigerator contents.
- Remove the shelves, fill the ice tray with hot water, and place it back inside the freezer box to speed up the defrosting process.
- All shelves and containers should be washed and dried. Remove the ice tray once all of the ice has melted. Replace all fittings and refill the ice tray with cold water.
- Wipe clean all the interior of the refrigerator, and also clean the bottles and drink cans before replacing.
- Switchback ON the refrigerator.
- Clean and dry the exterior of the refrigerator.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-146

Subject : How to Operate the Scrubbing Machine

---

### Policy

To ensure housekeeping staff can operate a scrubbing machine through maintaining step-by-step procedures.

### Procedures

- Ensure the scrubbing machine is in good working condition. Handle with care to avoid any damage to the surrounding object and area.
- Lift the machine up and remove the flexible driving disc so that you can place the pad on it. Ascertain that it is in the proper position and thickness and that the disc is tightly tightened and does not vibrate.
- Remove the flex from the machine and inspect it for damage to the flexor plug. There should be no worn, torn or broken areas.
- Plug into the Socket and Switch on the Machine. Make sure both hands are dry to avoid electrocution.
- Push the machine sideways or front ways. Make sure the whole floor is scrubbed, and any moveable machine is placed back after scrubbing.
- Turn the switch to the off position and remove the plug from the socket. Before turning off the machine, make sure the plug is not disconnected.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-147

Subject : Performing Daily Floor Maintenance Program

---

### Policy

To complete all required tasks while carrying out the daily floor maintenance cycle program.

### Procedures

#### *Mats*

- Consider the location, soiling conditions, weather, traffic levels, building design and décor, slip/fall hazards, and mat type and size when choosing mats.
- Daily vacuuming of mats is recommended to remove accumulated soil and grit.
- Mats should be changed weekly, and dirty mats should be scrubbed with a detergent, thoroughly rinsed, and dried.

#### *Dust Mopping*

- Dust mopping should be done as needed to keep the grit off the floors.
- When the mop becomes too soiled, rinse it under a stream of water.

#### *Wet Cleaning*

- When cleaning with an auto-machine, combine a neutral cleaner solution with the recommended amount of water in the auto machine.
- The machine should include a brush, solution and rinse tanks, a squeegee, and a vacuum system that scrubs and rinses the floors in a single operation.

#### *Damp Mop*

- In a clean bucket, make a solution of the neutral cleaner and the recommended amount of water.
- Wring out cotton or synthetic mop before mopping with a floor cleaning solution.

## STANDARD OPERATIONAL PROCEDURE

---

Policy No : SOP-148

Subject : Damp Mop Procedures

---

### Policy

To ensure the best cleanliness possible, cleaning a floor using a damp mop properly with correct procedures.

### Procedures

- Fill the bucket with warm water and add the cleaning solution according to the manufacturer's instructions.
- Always place a floor sign on the floor that needs to be mopped. When mopping a high traffic area, divide it in half so that the other half remains open for traffic and to ensure that the floor that has recently been moped has enough drying time.
- Before mopping, soak the mop in the bucket and lightly squeeze out the excess water. The mop should not be too dry or wet to be dangerous.
- Before proceeding to another area, soak the mop into the cleaning solution again
- Change the mop water if necessary.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-149

Subject : Cleaning the Sun Umbrella

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### Policy

To ensure step by step procedures for taking care of sun-umbrella fabric are followed.

### Procedure

- When the sun umbrellas are stored, they should be cleaned properly, allowing them to dry completely in a well-ventilated area.
- Sun-umbrella fabric should be cleaned on a regular basis to prevent dirt, roof particles, and other contaminants from accumulating on and becoming embedded in the fabric.
- Brush off any loose dirt, roof particles, and other debris, hose down and clean the umbrella with a mild solution of neutral cleaning solution in lukewarm water.
- For stubborn stains, soak the fabric for approximately twenty minutes in a solution of no more than half a cup of chlorine bleach and a quarter cup neutral soap per gallon of water. Rinse thoroughly in cold water and rinse all the excess chemicals.
- Sewing threads can deteriorate if they are immersed in non-chlorine water for an extended period of time. If water repellency is an issue, this method of cleaning may remove some of the water repellency, and the fabric should be treated with an air-curing fluorocarbon water repellent treatment.
- Rinse thoroughly to remove the neutral cleaner. Allow drying.

## STANDARD OPERATIONAL PROCEDURE

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Policy No : SOP-150

Subject : Operating Polishing Machine

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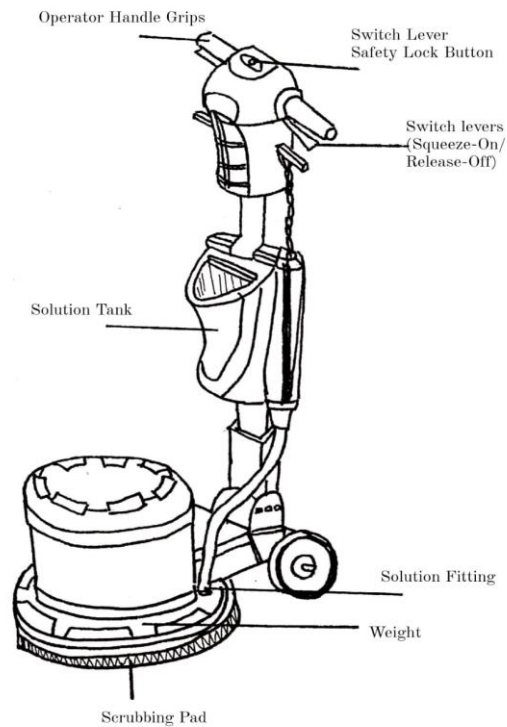
### Policy

To operate the scrubbing machine through maintaining hotel set rules and regulations.

### Procedures

- Obtain the polishing machine from the storage. Make sure it is functioning properly and not under service maintenance.
- Install the brush or pad holder. Align the scrubbing pad with the corresponding slots and turn counterclockwise to lock it in place. To remove or change the brush/pad holder, give it a quick, hard turn clockwise.
- Choose the pad according to cleaning needs and surfaces. Using the wrong brush or polishing pad on the scrubbing machine can damage the floor and can be overloaded to the machine's motor.
- Release the power cord by pulling out and turning the cord hook. Plug the power cord into the electrical outlet.
- To operate the machine, pull up on the Switch Lever safety lock button. Move the Operator Handle downward until your arms are almost straight.
- Lift up on the Operator Handle until the scrubbing pad is flat against the floor. Squeeze the switch lever to turn the machine on, release the handle to turn off the machine.
- Be prepared to control the machine as soon as the motor starts. Just a slight up or down movement of the Handle will make the machine move from side to side. Raise the Handle to go right. Lower the Handle to go left.

- When doing spray buffing the floor, always check the scrubbing/polishing pad every 15 minutes and look for any dirt and wax build-up. If the pad is dirty, turn it over and use the clean side or install a new clean scrubbing/polishing pad.



Picture 1. 28 Polishing Machine Autonomy

*After Use and Storage:*

- When storing the polishing machine, place the operator's Handle in the upright position and unplug the Power Cord. Wrap the Power Cord around the Operator Handle Grips (2) and the Cord Hook.
- Remove the pad holder or brush from the machine. Clean the pad or brush and hang it up to dry. Allow buffing pads to dry completely before using again—store brushes and pad holders separate from the machine. Never store the machine with the pad holder or brush loading on the machine.
- Wipe the entire machine with a clean, damp cloth. Wipe the underside of the brush housing after wet use.

- Inspect the entire machine and all accessories for damage. Perform any required maintenance or repairs before storage; 5. Store the machine in a clean, dry place with the Operator Handle (8) locked in the upright position

*Caution*

- Immediately start moving the machine back and forth. Keep the machine moving while the motor is running to avoid damage to the floor
- Never store a low-speed machine with the pad driver or brush mounted to the machine
- This machine contains moving parts. To reduce the risk of injury, always unplug the power cord before servicing.

## Author Profile



**Yoanita Alexandra, S.E, B.A, M.par** graduated from Swiss German University, Tangerang, Indonesia, with her bachelor's degree, majoring in Hotel and Tourism Management. The degree was then enriched with a double degree from Fachhochschule Südwestfalen, Soest, Germany, with a focus on Business Administration. She continued the study and achieved a master's degree in tourism management in Trisakti Graduate School, Bintaro, Indonesia. She has international experience working in the Hotel industry from Indonesia, Germany, and Australia, and worked mostly in the Housekeeping Department and F&B Department. She is currently teaching as a senior lecturer in Universitas Multimedia Nusantara. Her main fields of teaching are Housekeeping subject, Laundry Operational, Service Marketing and E-Commerce, Menu Planning, F&B Service, and Fundamentals of Business and Management.



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*"Enjoy the adventure of being Hotelier!"*

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