

# Chapter 3

## Housekeeping Operations – Forms and SOP

## Objectives:

- ❖ Describe the function of operational planning for the direction and control of hotel housekeeping operations.
- ❖ State the advantages of using forms to standardize procedures and communicate with employees.

## The Housekeeping Reports:

### AM Report:

- ❖ Daily A.M. room checks are performed to determine whether the status of rooms reported by the front desk is in fact the correct status from the previous night. The Primary function of an A.M. Housekeeper's report is to ascertain that revenue is reported for every room that was occupied last night.

### PM Report:

- ❖ The P.M. inspection is conducted to ensure accuracy. Its conducted by 3PM when all the work of daily cleaning is already over.

## The Housekeeping Standing Schedule:

- ❖ Forms relating to communication, control of information about progress, and timely reporting of information are also necessary.
- ❖ Forms usually are explained in the form of documents known as standard operating procedures (SOPs).
- ❖ The SOPs not only establish and describe routines for normal daily operations, but they cover a variety of other procedures such as key control, room inspections, inventory procedures, standards of performance, and lost-and-found operations.

## SOP Housekeeping Bed Making:

- ❖ Remove soiled bed linen from the bed.
- ❖ If the mattress pad is stained then remove it.
- ❖ Get a clean mattress pad and place it on the mattress.
- ❖ Lay the fresh pad on the bed.
- ❖ Mattress pads comes in different size, be sure to use the correct size.
- ❖ Do not use a stained or torn sheet.

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## SOP Housekeeping Bed Making:

- ❖ Position the bedspread on the bed with equal amounts hanging over both sides and the foot of the bed.
- ❖ Smooth the bedspread over the pillows to the head of the bed.
- ❖ Tuck the remaining of the bedspread under the front edge of the pillows.
- ❖ Check the bedspread for evenness on both sides.
- ❖ Distance of the pillow from headboard to the fold of the bed is approximately 20”.

## SOP Housekeeping Cleaning Bathroom tiles and Mirror:

- ❖ Apply diluted cleaning solution on to the scrubber and scrub top to bottom ensuring dirt/hairs are removed .
- ❖ Clean small area and then dry with a sponge.
- ❖ Wet sponge with hot water and remove detergent.
- ❖ Tile have to be cleaned daily with diluted cleaning agents.
- ❖ They have to wipe dry, leaving no body fats or streaks on the tiles.
- ❖ Wipe all surfaces with a dry cloth.

## SOP Housekeeping Cleaning Sink and Vanity area:

- ❖ Spray cleaning solution on the sink, stopper, overflow and main sink drain, fixtures and vanity.
- ❖ use a stiff brush to clean overflow holes in the sink as dirt often collects in sink overflow drains.
- ❖ Using sponge wipe all the surfaces.
- ❖ Wipe dry with towel discard the entire vanity counter, side shelves and inside the washbasin
- ❖ No watermarks on the chrome features or the counter.
- ❖ Vanity counter has to be spotlessly clean with no spots or marks.



## SOP Housekeeping – Control Desk Activities

- ❖ It is the nerve center of the Housekeeping Department.
- ❖ It is one point contact which also controls, coordinates and keeps a constant link among the various activities taking place at different locations by housekeeping staff and people associated with it.
- ❖ Coordinates with the Front Office for room status.
- ❖ Coordinates with maintenance department regarding guest room maintenance issues.

## SOP Housekeeping – Control Desk Activities (Registers)

- ❖ Departure Register.
- ❖ Expected Arrival Register.
- ❖ Room Status Report.
- ❖ Guest call Register.
- ❖ Mini bar and Laundry Posting Reports.
- ❖ Control desk checklist.
- ❖ Missing item Register,
- ❖ Breakage Register.
- ❖ Loss and Found Register.

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## SOP Housekeeping – Corridor Cleaning and Mini bar

### Floor Corridor Cleaning:

- ❖ It must be cleaned at least once a day based on traffic
- ❖ Sweep from corner to corner with feather brush.
- ❖ Dust the fittings and skirting with a duster.
- ❖ Mop the floor with long handle mop.
- ❖ Clean the corridor in parts.
- ❖ Corridors with carpets have to be vacuumed.

## SOP Housekeeping – Corridor Cleaning and Mini bar

### Mini Fridge/Mini bar Cleaning and defrosting:

- ❖ The Mini bar should be always clean and smell free at all the time.
- ❖ Remove all the bottles and Mini bar amenities.
- ❖ Switches on the defrost switch.
- ❖ Place discard or towel inside the fridge, so that the water does not drip.
- ❖ Wipe the fridge and clear off water stains.
- ❖ Switch on the fridge.

## SOP Housekeeping – Dusting Guest Rooms

- ❖ Dusting doors and windows.
- ❖ Dusting mirrors and fixtures.
- ❖ Dusting dressing table and night stand.
- ❖ Wipe and disinfect the telephone.
- ❖ Dusting furniture.
- ❖ Dusting LCD TV, I-Pod dock and Alarm clock.

Wipe gently removing dust and fingerprints. Dusting is done with A/c on and main door open. All areas are dusted with duster and feather brush.

## SOP Housekeeping – Entering rooms and greeting guest

- ❖ Houseman knocks the guestroom door thrice.
- ❖ Announce. “Housekeeping”.
- ❖ Wait for two minutes.
- ❖ Open the door.
- ❖ Announce yourself and enter the room.
- ❖ On seeing the guest, the staff are greeting the guest depending on the time of the day along with a smile.
- ❖ Find out the exact details required, by listening carefully and noting it down.

## SOP Housekeeping – Key control procedures

- ❖ Issuing floor keys to room maids.
- ❖ Collect keys at the end of each shift.
- ❖ Handle grand master keys and section master keys.
- ❖ Control emergency key.
- ❖ Handle lost keys
- ❖ Take regular key inventory.

## SOP Housekeeping – Key control procedures

### Handle grand master keys and section master keys.

- ❖ Only people authorized to check out grand master and section master keys should handle them.
- ❖ If an unauthorized staff wants to handle these keys for any special case, then a proper approval must be taken from either Asst. Housekeeping manager or Executive Housekeeper.
- ❖ If you find anything suspicious then report the same to the manager.



## SOP Housekeeping – Key control procedures

### Control Emergency Key

- ❖ Emergency key should be stored in a key locker with a breakaway seal.
- ❖ Only in case of emergency the seal shall be broken to take the key.
- ❖ Open the sealed envelope and take the necessary key from it.
- ❖ Give the emergency key to the appropriate personnel.
- ❖ Mention on the housekeeping log and also on the key register details of the incident.

## SOP Housekeeping – Prepare guestroom for cleaning

- ❖ Collect recyclable items and place them in the bag.
- ❖ Pick up all the rubbish and put it in the rubbish bag.
- ❖ Extra care should be taken with broken glass, razor etc.
- ❖ Remove all disposal items into dustbin.
- ❖ Keep ashtrays and glassware under washbasin tap.
- ❖ Wash liberally with water and wipe with lint free cloth.
- ❖ Use a dry tissue to collect hair from vanity, toilet, bath tub and floor.

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## SOP Housekeeping – Servicing of guest rooms

- ❖ All occupied rooms are serviced twice daily and as and when requested by the guest.
- ❖ Enter the room according to procedure of entry.
- ❖ Clear the garbage according to procedure.
- ❖ Make the bed, follow the procedure.
- ❖ Perform dusting of the room, and clean the bath room.
- ❖ All amenities are replenished in bathroom.
- ❖ Check facilities for their functions, TV, Telephone. A/c etc.

## SOP Housekeeping – Servicing of vacant dirty rooms

- ❖ Vacant dirty rooms cleaned thoroughly and all used items are changed with fresh ones. Left guest items to be deposited at Housekeeping control desk.
- ❖ All dustbins are cleared of garbage.
- ❖ Bed is made according to procedure.
- ❖ Bathroom is cleaned according to procedure and replenish amenities in the bathroom.
- ❖ All maintenance are noted and given to the engineering department.

## SOP Housekeeping – Turndown service/Evening service

- ❖ Enter the guest room.
- ❖ Turndown the bed.
- ❖ Place turndown amenities.
- ❖ Tidy the guest room.
- ❖ Tidy the bathroom.
- ❖ Create a pleasant atmosphere.

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## SOP Housekeeping – Turndown service/Evening service

- ❖ Remove the bedcover, and place in the luggage rack.
- ❖ Pillow to be placed on the head of the bed.
- ❖ Make 90 angles with second sheet.
- ❖ Place the turndown amenities on the bed.
- ❖ Place the breakfast menu knob on the fold.
- ❖ Remove any service trays, dishes etc.
- ❖ Draw the curtains so that there is no light coming from corners or centre.

## SOP Housekeeping – Cleaning Front office/Lobby Area

- ❖ Cleaning Ashtrays.
- ❖ Clear all trash bins.
- ❖ Clean and disinfect telephone, Kiosk touch screen.
- ❖ Clean stair handrails
- ❖ Clean all glass surfaces and windows.
- ❖ Carpet and furniture upholstery vacuuming.
- ❖ Mop and sweep lobby floor.



## SOP Housekeeping – Cleaning Front office/Lobby Area

- ❖ Sweep the lobby floor thoroughly.
- ❖ Place appropriate signage to warn the guest before mopping.
- ❖ Mop with a damp cloth to remove all dust and dirt.
- ❖ Buff the lobby once in a day, also dustbins and ashtrays.
- ❖ Clean all marble/tile/wood skirting with a damp cloth.
- ❖ Sweep lobby floor on a regular interval and when requested by Front office team.

## SOP Housekeeping – Departmental Policy setup

- ❖ At the commencement of the shift, Executive/ supervisor on duty to take the briefing.
- ❖ Information regarding new happening, group arrivals or departure, VIP in the house etc included in briefing.
- ❖ Guests comments cards (GSTS) and all other important departmental information to be conveyed.
- ❖ Information about guest birthday and anniversary.
- ❖ Briefing is carried out at the commencement of the shift in a 10-15 minutes time.

## SOP Housekeeping – Departmental Policy setup

### Staff Hotel Access:

- ❖ Staffs are not permitted on premises more than ½ hour before shift starts.
- ❖ Staffs are not permitted in premises more than ½ hour after duty ends unless working in the department.
- ❖ Staffs are not permitted in premises on off days.
- ❖ No visitors of staff are allowed inside the premises unless permitted by the management.

## SOP Housekeeping – Departmental Policy setup

### Grooming & Hygiene of staff:

- ❖ All employees have to present themselves in a neat and tidy manner.
- ❖ All employees should wear company uniform on duty.
- ❖ Shower daily.
- ❖ Brush teeth regularly.
- ❖ Keep hair free of lice, dandruff.
- ❖ Do not chew gum, tobacco.
- ❖ Gargle after smoking and have a breath freshener.

## SOP Housekeeping- Cleaning Shower curtain & Bathtub

- ❖ Washing of shower curtain has to be done fortnightly
- ❖ Scrub the tub and skid strips/bath mats.
- ❖ Fill about one inch of water into the bathtub.
- ❖ Add the cleaning solution and scrub the strips.
- ❖ If necessary step inside the tub for thorough cleaning.
- ❖ Make sure that the strips are white after cleaning.
- ❖ Drain the water.
- ❖ Spray all purpose cleaner and wipe with a clean cloth.
- ❖ Polish all chrome fixtures with a dry cloth.