# Housekeeping SOP Pack

$29 · 14 Word SOPs + PDF + training sign-off matrix

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Every page here is cropped and watermarked SAMPLE so you can judge the layout and depth before you buy. It is not a usable copy.
The full, editable files come as one zip, instantly after checkout.
Prices in USD, one-time. Checkout by Lemon Squeezy.

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HOTELOPS TOOLKIT · WRITTEN STANDARDS

# Housekeeping SOP Pack

14 standard operating procedures · one template · Demo Hotel

## HOW EVERY SOP IS BUILT

Each SOP uses the same five parts so staff always know where to look: **Purpose** (why), **The standard** (what "done" means, in one box), **Steps** (in order, with a trainee tick column), **Common mistakes** and **Check** (what the supervisor or trainer looks for). The Word versions in the Word-SOPs folder are fully editable.

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HOUSEKEEPING SOP PACK · HK-01

# Room Cleaning Sequence (Departure Room)

| | | | |
|---|---|---|---|
| **Property** | | **Owner** | HK Supervisor |
| **When used** | Every departure room | **Version / date** | v1 · |

## PURPOSE

One sequence every attendant follows, so a room is never half-cleaned in a different order.

## THE STANDARD

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> **Top to bottom, dry to wet, clean to dirty. Bathroom last for sanitising, floor last of all. Room released only after the attendant's own 10-point check.**

## STEPS

| # | Do this | Trainee ✓ |
|---|---|---|
| 1 | Knock three times, announce "Housekeeping", wait 10 seconds; repeat once before entering. Door wedge on, trolley across the door. | |
| 2 | Open curtains and windows (if allowed), switch on all lights, note any defect or damage on the room sheet before touching anything. | |
| 3 | Strip the bed and remove used linen and towels to the trolley bag. Never place linen on the floor. | |
| 4 | Remove rubbish and used amenities; check drawers, wardrobe, safe and under the bed for guest items (log under HK-04). | |
| 5 | Make the bed to the hotel standard: sheet tight, corners mitred, pillows faced away from the door. | |
| 6 | Dust top to bottom and to right as you take room with a damp cloth: high surfaces, headboard, lamps, | |

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HOUSEKEEPING SOP PACK · HK-08

# Room Inspection Standard

| | | | |
|---|---|---|---|
| **Property** | | **Owner** | HK Supervisor |
| **When used** | Every room before release, or a set sample | **Version / date** | v1 · |

## PURPOSE

One standard for what a ready room looks like, judged the same way by every supervisor.

## THE STANDARD

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> **A room is ready only when it passes every line of the inspection with no automatic fail (hair, odour, stain, broken item or a safety issue). Faults are fixed before release, not noted for later.**

## STEPS

| # | Do this | Trainee ✓ |
|---|---|---|
| 1 | Enter as a guest would: smell, light, temperature first impression at the door. | |
| 2 | Check in a clockwise loop: entrance, wardrobe, bed, desk and furniture, minibar, windows, bathroom last. | |
| 3 | Run a hand along high and low surfaces; look under the bed and behind the door. | |
| 4 | Bathroom: hair, water marks, grout, toilet under-rim, amenities and towels to par. | |
| 5 | Any automatic fail: call the attendant back to fix it, re-check, then release. | |
| 6 | Record pass or fail and the defect type on the inspection sheet or the HK Inspection checklist. | |
| 7 | End of shift: share first-time pass rate per supervisor; coach one point each, kindly and in private. | |

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## Housekeeping Training Sign-off Matrix

*Demo Hotel (SAMPLE) · type the sign-off date in the yellow cell for each person and SOP*

| Name | Role | Start date | HK-01 | HK-02 | HK-03 | HK-04 | HK-05 | HK-06 | HK-07 | HK-08 | HK-09 | HK-1 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Demo Attendant 01 (SAMPLE) | Room Attendant | 05 Jan 2099 | 08 Jan 2099 | 09 Jan 2099 | 10 Jan 2099 | 11 Jan 2099 | 12 Jan 2099 | 13 Jan 2099 | 14 Jan 2099 | 15 Jan 2099 | 16 Jan 2099 | 17 Jan : |
| Demo Staff 02 (SAMPLE) | Room Attendant | 06 Jan 2099 | 09 Jan 2099 | 10 Jan 2099 | 11 Jan 2099 | 12 Jan 2099 | 13 Jan 2099 | 14 Jan 2099 | 15 Jan 2099 | 16 Jan 2099 | 17 Jan 2099 | 18 Jan : |
| Demo Staff 03 (SAMPLE) | Room Attendant | 07 Jan 2099 | 10 Jan 2099 | 11 Jan 2099 | 12 Jan 2099 | 13 Jan 2099 | 14 Jan 2099 | 15 Jan 2099 | 16 Jan 2099 | 17 Jan 2099 | 18 Jan 2099 | |
| Demo Staff 04 (SAMPLE) | Public Area Attendant | 08 Jan 2099 | 11 Jan 2099 | 12 Jan 2099 | 13 Jan 2099 | 14 Jan 2099 | 15 Jan 2099 | | | | | |
| Demo Staff 05 (SAMPLE) | Houseperson | 09 Jan 2099 | 12 Jan 2099 | 13 Jan 2099 | 14 Jan 2099 | 15 Jan 2099 | 16 Jan 2099 | 17 Jan 2099 | 18 Jan 2099 | 19 Jan 2099 | 20 Jan 2099 | 21 Jan : |
| Demo Staff 06 (SAMPLE) | HK Supervisor | 10 Jan 2099 | 13 Jan 2099 | 14 Jan 2099 | 15 Jan 2099 | 16 Jan 2099 | 17 Jan 2099 | 18 Jan 2099 | 19 Jan 2099 | 20 Jan 2099 | 21 Jan 2099 | 22 Jan : |
| Demo Staff 07 (SAMPLE) | Room Attendant | 11 Jan 2099 | 14 Jan 2099 | 15 Jan 2099 | | | | | | | | |
| Demo Staff 08 (SAMPLE) | Laundry Attendant | 12 Jan 2099 | | | | | | | | | | |

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