SHOWHOW · SOP

Hotel Room Cleaning SOP

Housekeepers in small hotels, B&Bs and short-term rentals have 25 to 40 minutes to make a room look like nobody has ever slept in it. This procedure is for a full checkout clean and follows the order that saves the most time: strip and air out the room first, clean the bathroom while the products work, then make the bed and finish with an inspection from the guest's point of view.

What you'll need

- Stocked housekeeping cart
- Fresh linens and towels
- Guest amenities
- Color-coded cloths
- Vacuum

Steps

01 **Knock, say "Housekeeping" and wait before you go in.**

If there's no answer, knock and announce yourself twice more. Leave the door open while you work.

02 **Open the curtains and switch on every light.**

It helps you spot dirt, and you'll notice any bulb that's out. Open a window if the room allows.

03 **Check for items left behind and for damage.**

Drawers, the safe, under the bed and behind the door. Log anything you find the way your hotel does.

Watch out: Never handle used needles or other sharp waste by hand. Follow your hotel's sharps procedure.

04 **Strip the bed and take out the used towels and trash.**

Check the linens for stains or damage and put them in the right bag.

05 **Spray the bathroom surfaces and let the product work.**

Toilet, shower, tub and sink. Follow the label for how long to leave it.

06 **Make the bed with fresh linens.**

Sheets tight and smooth, corners folded the same way on every bed, and pillows placed the way your hotel shows.

07 **Dust the room from top to bottom.**

Include the remotes, light switches and door handles. They're the most-touched things in the room.

08 **Clean the bathroom, and do the toilet last.**

Shower, sink and mirror first. Use a separate cloth for the toilet, and dry and polish the chrome.

09 **Replace the towels, toiletries and toilet paper.**

Fold the end of the toilet roll if your hotel does.

10 **Restock the room's supplies.**

Cups, coffee and tea, water and the notepad. Check that the coffee maker or kettle is empty and clean.

11 **Vacuum from the far corner toward the door.**

Under the bed and behind the curtains too. Mop the bathroom floor last.

12 **Inspect the room from the doorway like a guest would.**

Hair in the bathroom, smudges on the mirror, the TV on the right channel and the thermostat at your standard setting.

13 **Close the windows and switch off the lights.**

Leave the curtains the way your hotel sets them for arrival.

14 **Mark the room as clean.**

Update the room status the way your hotel does so the front desk can sell it.

How to adapt it

- Add photos of a correctly made bed and a fully set bathroom.
- Write your hotel's standard amenity list into the restock step.
- Keep a separate, shorter procedure for stayover rooms.
- Time a few cleans and use the average to plan schedules.