

HOTELIER TANG

# HOTEL HOUSEKEEPING TRAINING MANUAL WITH 150 SOP

A MUST READ GUIDE FOR PROFESSIONAL  
HOTELIERS & HOSPITALITY STUDENTS

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# **Hotel Housekeeping Training Manual with 150 SOP**

**Hoteller Tanji**

Owner

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## **PREFACE**

Housekeeping maybe defined as the provision of clean comfortable and safe environment. Housekeeping is an operational department of the hotel. It is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and surroundings. Housekeeping Department – is the backbone of a hotel. It is in fact the biggest department of the hotel organization.

*Hotel Housekeeping Training Manual with 150 SOP* has been put out as a comprehensive collection of some must read hotel & restaurant housekeeping management training tutorials written by **hospitality-school.com** team. All contents of this manual are the product of Years of Experience, Suggestions and corrections. Efforts have been made to make this manual as complete as possible. This manual was made intended for you to serve as guide. Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times.

Our motto behind writing this book is not to replace outstanding text books on housekeeping operation of hospitality industry rather add something that readers will find more practical and interesting to read. This training manual is ideal for both students and professional hoteliers and restaurateurs who are associated with hospitality industry which is one of the most interesting, dynamic, and exciting industries in the world.

We would like to wish all the very best to all our readers. Very soon our training manuals, covering various segments of hotel & restaurant industry will come out. Keep visiting our blog **hospitality-school.com** to get free tutorials regularly.

Regards,

Writing team of **hospitality-school.com**





**Image:**Hotel Housekeeping Staff with a Mid Cart

## SOP-1: Trolley Setup

### Policy

Provide assurance that the trolley has been put up in a correct way with sufficient items for everyday operation.

### Standards

- To setup maid trolley.
- To put sufficient items on it.
- To handle the trolley properly.

### Procedures

- Every maid has to setup his/her trolley before starting and after finishing the working shift.
- Items that are to be putted on the trolley must be sufficient enough for the cleaning operation for that particular day.
- Do not overload the trolley with amenities and utensils as it can make damages to the trolley itself.
- It is better not to over stack items on top of the trolley as it will distract maid's viewing while pushing the trolley.
- Maids have to ensure that they handle the trolley correctly in order to refrain themselves from accidentally hit the wall and torn the wallpaper.

## SOP-2: Entering Guest Room

### Policy

To make sure that maid used the proper and accepted way of cleaning guestroom through following the right steps.

## 10. Follow up during the day and evening shift

- Dust mopping and sweeping the lobby should be performed when needed.
- Remove finger marks from furniture and windows as needed.
- The ashtrays should be kept clean.

## SOP-10: Cleaning Public Area Toilet

### Policy

To apply a standard way and accurate technique for cleaning toilet in the public area.

### Standards

- To clean public area toilet in a proper way.
- To provide a proper chemical to be applied on a proper places.

### Procedures

#### 1. Preparation of area

- Place the basket near the entrance.
- Place the “wet floor” or “closed” sign at the entrance.
- Wear the hand glove.
- Collect any debris, empty toilet paper rolls and vacate all waste bins and wipe with disinfectant cleaner.

#### 2. Cleaning toilet and cubicle

- Flush toilet and squirt toilet cleaner inside of toilet bowls and urinals.
- Clean cubicle by cubicle to ensure that guest may still use these facilities.
- Scrub the inside of toilet bowl with toilet brush, ensuring that all edges and corners are properly cleaned; ensure that toilet is not worn out. Use multi-purpose cleaner and sponge.
- Clean the outer toilet bowl and seat. Wipe dry debris immediately.
- Flush the toilet.

- The walls and partition in the cubicle as well as the doors should always be kept dried.
- Replenish toilet rolls.

### 3. Cleaning of urinals

- Scrub interior of urinals bowl with a toilet bowl brush; use multipurpose cleaner and brushing pad.
- Clean outer body with multi-purpose cleaner.
- Apply damp clean dividers around the urinal bowl using multi-purpose cleaner and wipe dry.
- Flash urinals.
- Polish all chromes.

### 4. Cleaning of washbasins

- Spray multi-purpose cleaner on the sponge and clean the basin bowls, taps, stoppers and basin tables.
- Buff the taps; ensure no water marks are left.
- Clean all mirrors using a dust free cloth and clear water; use the cloth with glass cleaner.
- Wipe the frame of the mirrors.
- Wipe all light fixtures and containers.
- Replenish hand soap.

### 5. Cleaning of doors

- Use damp cloth to wipe the doors and frames.

### 6. Cleaning of walls

- Remove any dirt mark and spot on walls.

### 7. High dusting

- Use a duster to remove any cobwebs and dust on air vents.

### 8. Clean floor

## Other Training Manuals

1. Food & Beverage Service Training Manual with 225 SOP
2. Hotel Front Office Training Manual with 231 SOP
3. Professional Waiter Training Manual with 101 SOP
4. Hospitality Career Opportunities Learn Secrets to Get Job in Hotel, Restaurant & Cruise Industry
5. Professional Spoken English for Hotel & Restaurant Worker
6. Effective Guest Complaint Handling Techniques in Hotel & Restaurant

## Upcoming Training Manuals

- ❖ Hotel Room Service Training Manual

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**--- The End ---**