











SERVICE ROOM SS1 – SOP – STANDARD OPERATING PROCEDURE

1. Purpose of Service Room SS1

Service Room SS1 is a workspace intended for the storage, preparation, and maintenance of hotel cleaning equipment and cleaning agents. It contains and maintains the tools and supplies used daily for hygiene upkeep. The space must always remain tidy, organized, and functional, as it represents the central working point for housekeeping staff.

2. Equipment and Materials in SS1

Service Room SS1 contains equipment and materials used daily:

- cleaning service trolley
-  mop heads (dry and wet)
-  bucket with wringing system
-  vacuum cleaners
-  spare garbage bags
-  clean glasses with lids and coasters
-  bathroom consumables
-  cleaning cloths (microfiber, universal, glass)
-  cleaning and disinfection agents
-  SURF dispenser and other maintenance agents (used according to the instructions on the dispenser)
-  mini-bar refill items

3. Rules for Use and Maintenance of SS1

- SS1 must always be tidy, clean, and organized.
- All equipment must be returned to its designated place after use.
- Chemicals must be kept closed and stored separately from other materials.
- Dirty cloths must not be left in SS1 – after the shift, they are taken down to the laundry.
- The SURF dispenser must be used strictly according to instructions.
- Cleaning trolleys are filled and prepared in SS1, and after the shift they must be returned empty.

4. Mandatory Cleaning of SS1 After the Second Shift

After the second shift, it is mandatory to:

- leave SS1 in a completely clean and tidy condition
- empty and clean the cleaning trolleys
- wash and dry the buckets
- dispose of garbage bags in the outdoor containers
- wash the drain (floor trap), which is cleaned daily
- remove all traces of spilled chemicals or water
- organize all consumable materials
- refill Botanika shower gel and shampoo bottles
- refill cleaning agents in spray bottles

5. Safety Rules

- Guests are not allowed to enter SS1 or SS2.
- Chemicals must never be left open or accessible.
- The room must be locked when staff are not present.
- SS1 must be locked after use, and the key must be returned to the office behind the reception.
- Equipment must be used strictly according to hotel standards and instructions.

