

GENERAL ROOM CLEANING – SOP – STANDARD OPERATING PROCEDURE

1. Room Ventilation, Mini-Bar Check, and Lost & Found

- After the guest checks out, the room is opened and ventilated to refresh the space.
- The mini-bar is checked for consumption, reported in the group, and replenished according to what was used.
- If the guest has forgotten any item, it is reported to the reception as a Lost & Found item.

2. Removal of Waste, Dirty Linen, and Used Glasses

- All waste, dirty linen, and any items that do not belong in the room are removed.
- Used glasses are taken out and replaced with clean ones.

3. Bringing in Clean Materials and Hotel Supplies

A complete set of items is brought into the room:

- clean linen (bed sheets, pillowcases, duvet covers, towels)
- room slippers
- laundry bag
- laundry price list
- mini-bar price list
- notepad and pen
- a pair of clean glasses on the table with lid and coaster
- no-smoking notice
- safe-use instructions
- welcome water bottles

In the bathroom, the following is brought in and replenished:

- a pair of clean glasses with lids and coasters

- soaps and cosmetic set/lotion (only in rooms 10, 15, 19, 20, 25, 29)
- shower gel and shampoo (replaced with a full bottle if more than 1/2 is used)
- the floor drain must be lifted and cleaned
- after cleaning the shower cabin, the door remains open for ventilation

✨ 4. Cleaning of High-Touch Surfaces

All frequently touched surfaces are wiped: door handles, switches, countertops, tables, remote controls, wardrobe handles, and bedside tables.

🛏 5. Bed Linen and Bed Setup

Clean linen is put on according to the standard.

The bed is tightened neatly and evenly, with properly arranged pillows and the bed cover.

🧹 6. Floors

Floors are first thoroughly vacuumed, then mopped with the appropriate cleaning solution depending on the floor type.

🚽 7. Bathroom

All bathroom surfaces are cleaned and disinfected. All consumable items are replenished.

- The toilet bowl, sink, shower cabin, faucets, and mirror are cleaned thoroughly.
- Toilet paper is replaced only if less than 2/3 of the roll remains.

🌿 8. Terrace

- Cobwebs are removed from corners and the ceiling.
- The table and chairs are wiped.
- The ashtray on the table must be completely clean.
- The floor is vacuumed unless it is wet.
- Sliding doors and glass surfaces are wiped.

