

DAILY ROOM CLEANING -SOP- STANDARD OPERATING PROCEDURE

1. General Conditions for Starting Cleaning

Daily cleaning is performed when guests leave the room or when they request room service. The standard cleaning time for a standard/deluxe room is 7 minutes.

IMPORTANT: Guest's personal belongings are not touched, and nothing is removed from the room.

2. Removal of Trash and Placement of New Bags

- All trash is removed from the bins.
- New, clean trash bags are placed.
- It is checked whether any hidden trash has been left (under the bed, in the bathroom, on the terrace).

3. Replenishment of Consumable Items

- Toilet paper is replenished.
- Soaps and hygiene sets are replenished.
- Dirty glasses are removed and replaced with clean glasses with lids and coasters.
- All consumable items in the bathroom are checked and replenished.

4. Bed and Linen

- Bed linen is not changed; it is tightened and straightened.
- Pillows are shaped and arranged neatly.
- The bed cover is folded and placed in the wardrobe in the room.

5. Curtains and Visual Order

- Curtains are arranged neatly and evenly.
- The overall visual order of the room is checked.

6. Towels

- Towels placed on the floor are considered dirty and are replaced with clean ones.
- Towels that are neatly hung are not replaced unless the guest has indicated otherwise.

7. Floors

- The floor is cleaned only if visibly dirty.
- Stains, shoe marks, and localized dirt are removed.
- If necessary, a quick mop is performed.

8. Mini-Bar – Refill and Reporting

- The mini-bar is checked.
- If there is consumption, it is reported in the group according to internal protocol.
- Only the consumed items are replenished.

9. Final Check

- The room is checked for visual cleanliness and order.
- All items are checked for proper replenishment.
- It is checked whether the door is properly closed.
- The room is left ready for the guest's return.

