

# SERVICE ROOM SS2 – SOP – STANDARD OPERATING PROCEDURE (CLEAN LINEN)

## 1. Purpose of Service Room SS2

Service Room SS2 is a space intended for the storage, organization, and preparation of clean hotel linen, as well as for storing trolleys for clean linen and trolleys for transporting dirty laundry. This space ensures efficient preparation of housekeeping staff and prevents loss of time during trolley preparation and room cleaning.

## 2. Organization of Space and Equipment in SS2

Service Room SS2 contains:

- trolleys for clean linen
- trolleys for transporting dirty laundry
- cabinets with shelves for clean linen
- the first cabinet with consumable items (toilet paper, soaps, hygiene sets, glasses, coasters, lids)
- slippers, laundry bags, price lists, notepads and pens
- vacuum cleaner
- mini-bar refill items

Shelves in the cabinets are clearly labeled, and the rule of storing linen by category is strictly followed to speed up trolley preparation and room cleaning.

## 3. Rules for Storing and Linen Quality

- Only clean, dry, and undamaged linen may be stored in SS2.
- Linen with stains, damage, holes, or visible defects must **not** be stored in SS2 — it remains in the laundry for reprocessing or disposal.
- Linen is arranged according to the FIFO system — *first in, first out* — to ensure proper rotation.
- Linen is never left on the floor or unsorted; it must be placed only on labeled shelves.
- Dirty linen must not be brought into SS2.

## 4. Replenishment of Consumable Items

SS2 also serves as a space for replenishing consumable items stored in the first cabinet, including:

- toilet paper
- soaps
- hygiene sets
- glasses with lids and coasters
- laundry bags
- slippers
- price lists and notepads

Items are replenished daily according to the needs of the housekeeping staff.

## 5. Cleaning and Maintenance of SS2

- SS2 must always be kept clean and tidy.
- Floors are cleaned regularly, and shelves are dusted.
- The toilet belonging to SS2 is cleaned on Mondays and Fridays.
- After work in the laundry, before the end of the shift, washed linen is transported and placed on the cabinet shelves in the established order.
- Trolleys for clean and dirty linen must be neatly parked and ready for the next shift.

## 6. Safety and Organizational Rules

- Guests are not allowed to enter SS2.
- The door to SS2 must be closed and locked when staff are not present.
- The SS2 key is recorded in the logbook and returned to the office behind the reception according to internal protocol.
- Food, drinks, or personal belongings of employees must not be brought into SS2.
- Adhering to the rules of linen storage is mandatory to avoid confusion and loss of time.