



## **Standard Operating Procedure (SOP)**

**Title:** Housekeeping – Pest Control  
**Version:** 1  
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**Prepared by:** Tamara Gray

### **1. Purpose**

This SOP outlines the preventive measures and procedures for dealing with pest issues at Tamborine Mountain Glades. It also details the coordination process with external pest control services to ensure a pest-free environment for guests and staff.

### **2. Scope**

This SOP applies to all housekeeping, maintenance, and management staff at Tamborine Mountain Glades. It covers preventive measures to minimize pest issues, procedures for addressing pest sightings, and coordination with external pest control services.

### **3. Responsibility**

Housekeeping and maintenance staff are responsible for implementing preventive measures and reporting any pest sightings or issues. Management is responsible for coordinating with external pest control services and ensuring that all pest control activities comply with local regulations and hotel policies.

### **4. Procedure**

#### **4.1 Preventive Measures**

##### **1. Regular Cleaning and Sanitation:**

- **Guest Rooms:**
  - Ensure that all guest rooms are cleaned thoroughly, with special attention to areas where food may be consumed, such as mini-bars, kitchenettes, and dining areas.
  - Regularly vacuum carpets, clean under beds and furniture, and remove any food crumbs or spills immediately.
- **Common Areas:**
  - Maintain high standards of cleanliness in common areas, including lobbies, dining areas, and restrooms.
  - Empty trash bins frequently and ensure they are lined with appropriate bags and covered with lids.
- **Food Storage and Preparation Areas:**
  - Store food items in sealed containers to prevent access by pests.
  - Clean and sanitize kitchen areas, including counters, floors, and equipment, daily to remove food debris and spills.

##### **2. Waste Management:**

- **Proper Disposal:**



- Ensure that all waste, including food waste, is disposed of properly in designated bins that are emptied regularly.
- Keep waste bins covered and away from guest areas to prevent attracting pests.
- **Recycling Practices:**
  - Follow proper recycling practices to reduce clutter and potential nesting sites for pests.
- 3. **Building Maintenance:**
  - **Regular Inspections:**
    - Conduct regular inspections of the building's exterior and interior to identify and address any potential entry points for pests, such as cracks, gaps, or damaged screens.
    - Ensure that all doors and windows are properly sealed and that weatherstripping is in good condition.
  - **Plumbing and Drains:**
    - Regularly check plumbing and drainage systems for leaks, as standing water can attract pests.
    - Ensure that drains are covered and that grease traps are cleaned regularly.
- 4. **Landscaping and Exterior Maintenance:**
  - **Vegetation Management:**
    - Maintain landscaping by trimming bushes, trees, and grass to prevent them from touching the building, which can provide a pathway for pests.
    - Remove any standing water or debris from the exterior of the building to reduce breeding sites for pests.

### 4.2 Procedures for Dealing with Pest Issues

1. **Reporting Pest Sightings:**
  - **Immediate Reporting:**
    - If any staff member observes a pest or signs of a pest infestation (e.g., droppings, nests, gnawed materials), they must report it immediately to their supervisor or the front desk.
    - Document the sighting, including the location, type of pest (if identifiable), and time of discovery.
  - **Guest Reports:**
    - If a guest reports a pest sighting, thank them for bringing it to your attention and assure them that the issue will be addressed promptly.
    - Record the details of the report and inform the maintenance team immediately.
2. **Initial Response:**
  - **Inspection:**
    - The maintenance team should conduct an immediate inspection of the reported area to confirm the presence of pests and assess the extent of the issue.
  - **Containment:**



- Take steps to contain the pest issue, such as sealing entry points, removing food sources, or using traps as a temporary measure until professional pest control can be arranged.
- **Communication:**
  - Inform management of the situation and any actions taken. If the issue is severe, management should decide whether the affected area needs to be temporarily closed to guests.
- 3. **Treatment and Follow-Up:**
  - **Pest Control Service Call:**
    - Contact the hotel's contracted pest control service provider immediately for professional treatment.
    - Provide the pest control service with all relevant details, including the type of pest, location, and any actions already taken.
  - **Post-Treatment Monitoring:**
    - After treatment, monitor the affected area regularly to ensure that the pest issue has been fully resolved.
    - Keep records of all pest control activities, including treatments and follow-up inspections.

### 4.3 Coordination with External Pest Control Services

1. **Selection of Pest Control Provider:**
  - **Approved Provider:**
    - Work with a licensed and reputable pest control service provider that complies with local regulations and industry standards.
    - Ensure that the provider is familiar with the specific needs of hospitality environments and can offer tailored solutions.
2. **Scheduling Regular Inspections:**
  - **Routine Inspections:**
    - Schedule regular pest control inspections with the provider, typically on a monthly or quarterly basis, depending on the hotel's needs.
    - Include all guest rooms, common areas, food service areas, and exterior spaces in the inspection schedule.
  - **Documentation:**
    - Keep detailed records of all inspections, treatments, and recommendations provided by the pest control service.
3. **Emergency Pest Control Services:**
  - **Rapid Response:**
    - Establish a protocol with the pest control provider for emergency situations, ensuring they can respond quickly to urgent pest issues.
    - Ensure that all relevant staff have the contact information for the pest control provider and understand the procedure for requesting emergency services.
4. **Communication and Reporting:**
  - **Regular Updates:**



- Maintain open communication with the pest control provider, regularly updating them on any pest-related concerns or observations made by staff.
- **Service Reports:**
  - After each service visit, request a detailed report from the pest control provider, including the types of pests treated, areas covered, chemicals used, and any recommendations for future prevention.
- **Review and Action:**
  - Review the service reports with management and implement any recommended preventive measures or follow-up actions.

#### 4.4 Training and Awareness

##### 1. Staff Training:

- **Pest Identification:**
  - Train all housekeeping, maintenance, and food service staff on how to identify common pests and the signs of an infestation.
- **Reporting Procedures:**
  - Ensure that all staff are familiar with the procedures for reporting pest sightings and the importance of prompt reporting.
- **Preventive Measures:**
  - Educate staff on the preventive measures they can take to minimize pest issues, such as proper waste disposal, food storage, and sanitation practices.

##### 2. Guest Communication:

- **Informing Guests:**
  - In the event of a significant pest issue that may affect guests, provide clear and professional communication to affected guests, offering room changes or other accommodations as necessary.
- **Educational Materials:**
  - Consider providing information in guest rooms or common areas about the hotel's commitment to cleanliness and pest control, including any environmentally friendly practices used.

#### 5. Quality Control

##### 1. Regular Audits:

- **Inspection Audits:**
  - Conduct regular internal audits of pest control measures, including inspections of common pest entry points, waste management practices, and overall cleanliness.
- **Pest Control Reports:**
  - Review pest control service reports regularly to ensure all issues are addressed and that the pest control provider is performing satisfactorily.

##### 2. Feedback Mechanism:

- **Staff Feedback:**
  - Encourage staff to provide feedback on the effectiveness of pest control measures and report any concerns they may have.



- **Guest Feedback:**
  - Monitor guest feedback for any mentions of pest issues and address them promptly. Use this feedback to improve pest control practices.

## 6. Safety Precautions

### 1. Use of Chemicals:

- **Safety Data Sheets (SDS):**
  - Ensure that Safety Data Sheets for all pest control chemicals used by the external provider are available and accessible to staff.
- **PPE Usage:**
  - Ensure that any staff involved in pest control activities are provided with and use the appropriate personal protective equipment (PPE), such as gloves, masks, and protective clothing.
- **Guest Safety:**
  - Notify guests in advance if pest control treatments will occur in or near their rooms. Ensure that treatments are conducted in a way that minimizes exposure to guests and staff.

### 2. Environmental Considerations:

- **Eco-Friendly Options:**
  - Where possible, use eco-friendly pest control methods that are safe for the environment and do not harm non-target species.
- **Waste Disposal:**
  - Ensure that all waste generated during pest control activities, such as dead pests or contaminated materials, is disposed of according to local regulations.

## 7. Documentation

### 1. Pest Control Logs:

- Maintain a detailed pest control log that includes records of all pest sightings, treatments, inspections, and communications with the pest control provider.
- Use this log to track trends and identify areas that may require additional preventive measures.

### 2. Incident Reports:

- Complete an incident report for any significant pest issue that impacts guests or the hotel's operations. Include details of the incident, actions taken, and outcomes.

## 8. Training

### 1. Staff Training:

- All staff involved in pest control and prevention must be trained on this SOP during their orientation and receive periodic refresher training.
- Training should cover pest identification, preventive measures, reporting procedures, and safety protocols related to pest