



Standard Operating Procedure (SOP)

Title: Housekeeping – Room Inspection
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1. Purpose

This SOP outlines the procedures for inspecting guest rooms after cleaning to ensure they meet the high standards of cleanliness and quality set by Tamborine Mountain Glades. It also includes a detailed checklist of items to be inspected for quality and cleanliness.

2. Scope

This SOP applies to all housekeeping supervisors and designated staff responsible for inspecting guest rooms after they have been cleaned by the housekeeping team.

3. Responsibility

Housekeeping supervisors are responsible for conducting thorough inspections of guest rooms following cleaning and ensuring that all aspects of the room meet the hotel's cleanliness and quality standards. Any issues identified during the inspection must be addressed immediately.

4. Procedure

4.1 General Inspection Process

1. Preparation:

- Ensure you have a copy of the room inspection checklist.
- Carry a pen or digital device to record any observations or issues.

2. Enter the Room:

- Knock on the door and announce your presence before entering.
- Take a moment to assess the room as a guest would, noting any immediate issues such as unpleasant odors or visible dirt.

3. Systematic Inspection:

- Conduct the inspection in a systematic manner, starting from one side of the room and moving across to ensure no area is overlooked.
- Inspect the room in the following order: entryway, bedroom area, bathroom, and any additional spaces (e.g., closets, balconies).

4. Documentation:

- Use the inspection checklist to document the condition of each area.
- Record any issues that require attention and note the actions taken to resolve them.

5. Final Approval:

- If the room meets all standards, mark it as "Approved" and indicate that it is ready for the next guest.
- If any issues are found, ensure they are corrected before marking the room as ready.



4.2 Room Inspection Checklist

1. Entryway:

- **Door:** Ensure the door is clean, free of fingerprints, and in good working condition. Check the door lock and handle for proper function.
- **Entry Mat:** Ensure the mat is clean and free of debris.

2. Bedroom Area:

- **Bed:**
 - Check that the bed is made neatly with clean linens.
 - Ensure pillows are fluffed and arranged according to hotel standards.
 - Inspect the mattress for any stains or damage.
- **Furniture:**
 - Inspect all furniture for cleanliness, stability, and proper placement.
 - Check for dust, stains, or damage on chairs, tables, dressers, and nightstands.
- **Flooring:**
 - Ensure carpets, rugs, or hard floors are vacuumed, free of stains, and properly aligned.
 - Inspect under the bed and furniture for dust or debris.
- **Lighting:**
 - Check all lamps and overhead lights for proper function.
 - Ensure that light switches are clean and free of fingerprints.
- **Electronics:**
 - Test the television, remote control, and any other electronics to ensure they are working properly.
 - Inspect electronic devices for cleanliness and dust.
- **Windows and Curtains:**
 - Ensure windows are clean, free of smudges, and securely closed.
 - Check that curtains or blinds are properly hung and in good condition.
- **Amenities:**
 - Confirm that all amenities (e.g., coffee maker, mini-bar, telephone) are clean and stocked according to hotel standards.
 - Ensure that all guest information materials are up-to-date and neatly arranged.

3. Bathroom:

- **Toilet:**
 - Ensure the toilet is thoroughly cleaned, including the bowl, seat, and exterior.
 - Check that the toilet flushes properly and that the toilet paper is neatly folded.
- **Shower/Bathtub:**
 - Inspect the shower or bathtub for cleanliness, including the tiles, grout, and fixtures.
 - Ensure that the showerhead and faucet are free of water spots and soap residue.
 - Confirm that all toiletries are replenished and neatly arranged.



- **Sink and Countertop:**
 - Ensure the sink is clean and free of stains, hair, or soap scum.
 - Check that the countertop is spotless and that all amenities (e.g., soap, lotion) are neatly arranged.
- **Mirrors:**
 - Ensure mirrors are clean and free of streaks or smudges.
- **Towels:**
 - Confirm that fresh towels are provided and neatly folded according to hotel standards.
 - Check for any stains or damage on towels.

4. Additional Spaces (If Applicable):

- **Closets:**
 - Ensure closets are clean, with hangers neatly arranged and any provided items (e.g., robes, slippers) in place.
- **Balcony/Patio:**
 - Check that the outdoor area is clean, with furniture properly arranged and free of debris.

5. Final Touches:

- **Air Quality:**
 - Ensure the room has a pleasant, neutral scent.
 - Adjust the thermostat to a comfortable setting for the next guest.
- **Final Walkthrough:**
 - Conduct a final walkthrough of the room to ensure no areas have been missed.
 - Verify that all lights are off, windows are closed, and the room is ready for the next guest.

4.3 Quality Control

1. **Supervisor Review:**
 - Supervisors must review the completed checklist and ensure that all rooms meet the hotel's standards before they are made available for guests.
 - Any discrepancies or repeated issues should be documented and addressed with the housekeeping team.
2. **Guest Feedback:**
 - Regularly monitor guest feedback for comments on room cleanliness and address any concerns promptly.
 - Adjust inspection procedures based on guest feedback to continually improve room standards.

5. Safety Precautions

1. **Personal Protective Equipment (PPE):**
 - Inspectors should wear gloves when handling linens or cleaning products during inspections to maintain hygiene and safety.



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- Follow the hotel's safety protocols when inspecting rooms that may require special attention (e.g., after a guest checks out with a known illness).

6. Documentation

1. Inspection Records:

- Maintain records of all room inspections, including any issues identified and corrective actions taken.
- Use these records to track trends and improve the overall efficiency and effectiveness of housekeeping operations.

7. Training

1. Staff Training:

- All housekeeping supervisors and inspection staff must be trained on this SOP during their orientation and receive periodic refresher training to maintain high standards of room quality and cleanliness.
- Training should emphasize attention to detail, consistency, and the importance of maintaining the hotel's reputation for cleanliness.