



Standard Operating Procedure (SOP)

Title: Housekeeping – Bathroom Cleaning
Version: 1
Effective Date: 18 February 2024
Prepared by: Tamara Gray

1. Purpose

This SOP outlines the standardized procedures for cleaning and sanitizing bathrooms at Tamborine Mountain Glades. It also includes guidelines for restocking supplies, with special attention to high-touch areas and deep cleaning requirements.

2. Scope

This SOP applies to all housekeeping staff responsible for cleaning and maintaining guest bathrooms at Tamborine Mountain Glades.

3. Responsibility

Housekeeping staff are responsible for adhering to this SOP to ensure that all guest bathrooms are clean, sanitized, and well-stocked. Supervisors are responsible for inspecting bathrooms after cleaning to ensure compliance with this SOP.

4. Procedure

4.1 General Preparation

1. Gather Cleaning Supplies:

- Ensure your housekeeping cart is stocked with the necessary cleaning supplies, including disinfectants, bathroom cleaners, sponges, cloths, a toilet brush, a mop, and restocking items (e.g., toiletries, towels).
- Wear appropriate personal protective equipment (PPE), such as gloves and a mask, to protect yourself while cleaning.

2. Ventilate the Bathroom:

- Turn on the exhaust fan or open any windows to ensure proper ventilation during cleaning.

4.2 Cleaning and Sanitizing the Bathroom

1. Remove Used Items:

- Collect all used towels, bathmats, and any disposable items left by the guest.
- Empty trash bins and dispose of waste according to the Waste Disposal SOP.
- Remove any personal items left behind by the guest and handle them according to the Lost and Found SOP.

2. Clean and Sanitize the Toilet:

- Apply toilet bowl cleaner to the inside of the toilet bowl, including under the rim. Let it sit for a few minutes.



- Use a toilet brush to scrub the bowl thoroughly, paying special attention to areas under the rim and in the drain.
 - Flush the toilet to rinse.
 - Spray disinfectant on the toilet seat, lid, handle, and exterior surfaces, and allow it to sit for the recommended contact time before wiping dry.
- 3. Clean and Sanitize the Shower/Bathtub:**
- Remove any debris or hair from the drain.
 - Apply bathroom cleaner to the shower walls, tub, and fixtures.
 - Use a non-abrasive sponge or brush to scrub all surfaces, including the tiles, grout, and fixtures.
 - Rinse thoroughly with water, ensuring no soap scum or cleaner residue remains.
 - Spray disinfectant on high-touch areas, such as shower controls, handles, and the showerhead, allowing the product to sit for the recommended contact time before wiping dry.
- 4. Clean and Sanitize the Sink and Countertop:**
- Remove any items on the countertop, such as toiletries or decorative items.
 - Apply bathroom cleaner to the sink basin, faucet, and countertop.
 - Use a sponge or cloth to scrub the sink and faucet, paying special attention to the area around the drain and the base of the faucet.
 - Rinse thoroughly and wipe down with a clean, dry cloth.
 - Spray disinfectant on the faucet, handles, and countertop, allowing the product to sit for the recommended contact time before wiping dry.
- 5. Clean Mirrors and Glass Surfaces:**
- Use a glass cleaner and a lint-free cloth to clean mirrors and any glass surfaces.
 - Ensure there are no streaks, smudges, or water spots.
- 6. Clean and Sanitize High-Touch Areas:**
- Pay special attention to high-touch areas, such as light switches, door handles, towel racks, and the toilet flush handle.
 - Use disinfectant wipes or spray to sanitize these areas, allowing the product to sit for the recommended contact time before wiping dry.
- 7. Clean the Floor:**
- Sweep the bathroom floor to remove any debris or hair.
 - Mop the floor using a bathroom-safe cleaner, starting from the farthest corner and working your way toward the door.
 - Allow the floor to dry completely before placing bathmats or rugs back in the bathroom.
- 8. Inspect for Cleanliness:**
- Perform a final inspection of the bathroom to ensure all surfaces are clean and sanitized.
 - Look for any areas that may have been missed or require additional attention.

4.3 Restocking Supplies

1. Restock Towels and Linens:



- Replace all used towels with fresh ones, including bath towels, hand towels, and washcloths.
- Fold and arrange towels neatly on racks or shelves according to the hotel's standard.
- 2. Restock Toiletries:**
 - Replenish toiletries such as shampoo, conditioner, body wash, soap, and lotion.
 - Ensure that all toiletry bottles are full, clean, and aligned neatly on the countertop or in the shower area.
- 3. Restock Other Supplies:**
 - Replenish toilet paper, ensuring there is a full roll on the holder and an extra roll available.
 - Replace any used tissues with a fresh box, ensuring it is placed neatly and within easy reach.
 - Ensure that all amenities, such as bathrobes, slippers, and hairdryers, are in place and in good condition.
- 4. Final Check:**
 - Ensure all restocked items are neatly arranged and that the bathroom is ready for guest use.
 - Check that all bathroom fixtures, including the shower, sink, and toilet, are functioning properly.

4.4 Deep Cleaning Requirements

- 1. Weekly Deep Cleaning:**
 - Perform a deep clean of the bathroom on a weekly basis or as needed, focusing on areas such as grout, tile seams, and under the sink.
 - Use a grout cleaner or a mixture of baking soda and vinegar to scrub grout lines and remove any mold or mildew.
- 2. Monthly Deep Cleaning:**
 - Once a month, deep clean all bathroom fixtures, including the showerhead, faucet aerators, and drains.
 - Use a descaling solution to remove mineral buildup on fixtures and showerheads.

5. Quality Control

- **Supervisor Inspection:** Supervisors must inspect each bathroom after cleaning to ensure it meets the hotel's standards of cleanliness and hygiene.
- **Guest Feedback:** Monitor guest feedback related to bathroom cleanliness and take corrective actions as necessary.

6. Safety Precautions

- Always wear gloves and other appropriate PPE when handling cleaning chemicals and when cleaning bathrooms.
- Follow the Chemical Handling and Safety SOP to ensure the safe use of cleaning products.

7. Documentation

- Record the completion of bathroom cleaning tasks on the daily checklist.
- Report any maintenance issues or unusual conditions observed during cleaning to the supervisor immediately.



TAMBORINE MOUNTAIN GLADES

RECONNECT REDISCOVER REAWAKEN

8. Training

- All housekeeping staff must be trained on this SOP during their orientation and receive periodic refresher training to maintain high standards of bathroom cleanliness and hygiene.