



Standard Operating Procedure (SOP)

Title: Housekeeping – Buggy & Cart Setup
Version: 1
Effective Date: 18 February 2024
Prepared by: Tamara Gray

1. Purpose

This SOP outlines the standard setup for housekeeping buggies and carts at Tamborine Mountain Glades, including the essential supplies and tools that must be included. It also provides procedures for restocking and organizing the cart to ensure efficiency and consistency in housekeeping operations.

2. Scope

This SOP applies to all housekeeping staff responsible for setting up, restocking, and organizing housekeeping buggies and carts at Tamborine Mountain Glades.

3. Responsibility

Housekeeping staff are responsible for ensuring that their buggies and carts are properly stocked and organized at the beginning of each shift. Supervisors are responsible for monitoring the setup and organization of buggies and carts to ensure compliance with this SOP.

4. Procedure

4.1 Standard Setup for Housekeeping Buggy and Carts

1. Cart Layout and Sections:

- **Top Shelf:**
 - **Clean Linens:** Stack fresh linens, including sheets, pillowcases, and towels, neatly folded and organized by type.
 - **Toiletries and Amenities:** Arrange toiletries (e.g., shampoo, conditioner, body wash, soap) and guest amenities (e.g., coffee, tea, sugar, creamer) in designated compartments.
- **Middle Shelf:**
 - **Cleaning Supplies:** Organize cleaning agents, disinfectants, and sprays in their designated slots or compartments.
 - **Cloths and Sponges:** Store microfiber cloths, cleaning sponges, and scrub brushes in a clean and dry area.
 - **Trash Bags:** Place a roll of trash bags for easy access.
- **Bottom Shelf:**
 - **Vacuum Cleaner:** Secure the vacuum cleaner or handheld vacuum on the bottom shelf.
 - **Mops and Brooms:** Store mops, brooms, and dustpans vertically, using clips or hooks if available.
- **Side Compartments and Pockets:**



- **Gloves and PPE:** Keep gloves, masks, and other personal protective equipment (PPE) in a side pocket.
- **Toilet Paper and Tissue Boxes:** Store rolls of toilet paper and boxes of tissues in a side compartment.
- **Additional Items:** Use side pockets for items like air fresheners, lint rollers, and other small tools.

2. Tool and Equipment Checklist:

- Ensure the following essential tools and equipment are included in the cart setup:
 - Vacuum cleaner with attachments
 - Mop and bucket
 - Broom and dustpan
 - Trash bags
 - Microfiber cloths
 - Cleaning sponges and brushes
 - Disinfectant sprays and all-purpose cleaners
 - Window/glass cleaner
 - Toilet brush and cleaner
 - Gloves, masks, and other PPE
 - Laundry bags for collecting soiled linens and towels

3. Safety and Accessibility:

- Ensure that all items are securely placed on the cart to prevent spills or accidents during movement.
- Arrange items so that frequently used supplies are easily accessible without the need to reach or stretch.

4.2 Procedures for Restocking and Organizing the Cart

1. Daily Restocking:

- At the start of each shift, inspect the cart to ensure it is fully stocked with all necessary supplies.
- Replenish any items that are running low, such as toiletries, cleaning agents, linens, and trash bags.
- Verify that all equipment, such as the vacuum cleaner and mop, is in good working condition and ready for use.

2. Mid-Shift Restocking:

- Periodically check the cart during the shift, especially after completing multiple rooms, to ensure supplies remain adequately stocked.
- Refill items as needed from the housekeeping supply room to avoid running out during cleaning rounds.

3. Organizing the Cart:

- After restocking, take a few moments to organize the cart, ensuring that all items are placed in their designated spots.
- Remove any trash, used cloths, or empty containers to maintain a clean and orderly cart.
- Ensure that all bottles and containers are closed tightly to prevent leaks or spills.



4. End-of-Shift Restocking:

- At the end of the shift, clean and organize the cart, restocking any items that were used during the day.
- Inspect the cart for any damaged or worn-out supplies and replace them as necessary.
- Return the cart to the designated storage area, ensuring it is ready for use by the next shift.

5. Weekly Deep Restocking and Maintenance:

- Once a week, perform a thorough inspection and deep restocking of the cart.
- Check all equipment for any signs of wear and tear, and replace or repair as needed.
- Wipe down the cart itself, including shelves and compartments, to remove any dirt or residue.

4.3 Quality Control

1. Supervisor Inspection:

- Supervisors should conduct regular inspections of housekeeping buggies and carts to ensure they are properly stocked and organized according to this SOP.
- Any deficiencies or issues should be addressed immediately, and staff should be reminded of the importance of maintaining a well-stocked and organized cart.

2. Staff Feedback:

- Encourage housekeeping staff to provide feedback on the cart setup and suggest any improvements that could enhance efficiency and convenience.
- Use this feedback to make adjustments to the standard setup if necessary.

5. Safety Precautions

1. PPE Usage:

- Always use appropriate PPE, such as gloves and masks, when handling cleaning chemicals or soiled linens.
- Ensure that PPE is easily accessible on the cart and replaced regularly.

2. Chemical Handling:

- Follow the Chemical Handling and Safety SOP when restocking and using cleaning agents. Ensure that all chemicals are properly labeled and stored securely on the cart.

3. Ergonomics:

- Organize the cart to minimize the need for reaching, bending, or lifting heavy items, reducing the risk of strain or injury.

6. Documentation

1. Restocking Log:

- Maintain a restocking log that records when carts are restocked and by whom. This log can help identify patterns and ensure consistency in supply availability.

2. Maintenance Records:

- Keep records of any maintenance or repairs needed for housekeeping carts and equipment. Ensure that these are addressed promptly to prevent disruptions in service.



TAMBORINE MOUNTAIN GLADES

RECONNECT REDISCOVER REAWAKEN

7. Training

1. Staff Training:

- All housekeeping staff must be trained on this SOP during their orientation and receive periodic refresher training to ensure consistency in cart setup and restocking practices.
- Training should emphasize the importance of a well-organized cart for efficiency, safety, and quality service.