



Standard Operating Procedure (SOP)

Title: Housekeeping – Event Venue Cleaning
Version: 1
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1. Purpose

To ensure all event venues at Tamborine Mountain Glades are cleaned and maintained to the highest standards, providing a safe, hygienic, and aesthetically pleasing environment for all events.

2. Scope

This SOP applies to all housekeeping staff responsible for cleaning event venues, including wedding spaces, conference rooms, and any other areas designated for events.

3. Responsibilities

- **Housekeeping Manager:** Oversee and ensure that all event venues are cleaned according to this SOP. Provide training and resources as needed.
- **Housekeeping Staff:** Follow the procedures outlined in this SOP to clean and maintain event venues.

4. Equipment and Materials

- Vacuum cleaner
- Broom and dustpan
- Mop and bucket
- Cleaning cloths (microfiber preferred)
- Cleaning solutions (floor cleaner, glass cleaner, surface disinfectant, etc.)
- Trash bags
- Gloves and other personal protective equipment (PPE)
- Dusting tools
- Floor buffer (if required)

5. Cleaning Procedures

5.1 Pre-Cleaning Preparation

1. **Assess the Venue:**
 - Conduct a walkthrough of the venue to assess the cleaning requirements.
 - Identify any damages or issues that need to be reported to maintenance or management.
2. **Gather Supplies:**
 - Collect all necessary cleaning supplies and equipment.
 - Ensure PPE is worn at all times.
3. **Remove Debris:**
 - Remove any large debris, leftover food, or items left behind from the event.



- Empty all trash cans and replace liners.

5.2 Cleaning Process

1. Dusting:

- Dust all surfaces, including tables, chairs, shelves, and décor items.
- Pay special attention to corners, light fixtures, and high surfaces that may collect dust.

2. Cleaning Surfaces:

- Wipe down all tables, chairs, and surfaces with an appropriate disinfectant.
- Clean any glass surfaces, including windows and mirrors, with a glass cleaner.

3. Vacuuming and Sweeping:

- Vacuum all carpeted areas thoroughly, including under tables and chairs.
- Sweep and mop hard floors, ensuring no streaks or residue are left behind.

4. Floor Buffing (if required):

- Use a floor buffer to polish hard floors if necessary, following manufacturer instructions.

5. Spot Cleaning:

- Identify and clean any stains on carpets, upholstery, or walls using appropriate cleaning agents.

5.3 Post-Cleaning Procedures

1. Final Check:

- Conduct a final walkthrough of the venue to ensure all areas have been cleaned to standard.
- Check for any missed spots or areas requiring additional attention.

2. Restocking:

- Restock any amenities or supplies as needed, such as tissues, paper towels, or sanitizer stations.

3. Report Issues:

- Report any maintenance issues, damages, or items needing repair to the Housekeeping Manager.

4. Secure the Venue:

- Ensure all doors and windows are secured.
- Turn off lights and HVAC systems unless instructed otherwise.

5. Record Keeping:

- Log the completion of the cleaning process in the housekeeping records, noting any issues or special actions taken.

6. Quality Control

- **Inspection:** The Housekeeping Manager or designated supervisor will inspect the event venues after cleaning to ensure all procedures have been followed and standards met.
- **Feedback:** Gather feedback from event organizers or guests to continually improve the cleaning process.

7. Health and Safety



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- Always use PPE when handling cleaning chemicals.
- Follow all safety guidelines for the operation of cleaning equipment.
- Ensure proper ventilation when using cleaning solutions.

8. Training

- All housekeeping staff must undergo training on this SOP before being assigned to clean event venues.
- Regular refresher training will be conducted to ensure compliance with the SOP.

9. Review and Update

- This SOP will be reviewed annually or as needed to incorporate new cleaning techniques, products, or policies.
- Any changes will be communicated to all housekeeping staff immediately.