### Housekeeping SOP – Madinah Hotel – Rajhi

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Scope & Objectives

Scope:

This document applies to all the functions of the Housekeeping department like Public area, room, desk, florist, window cleaning, pest control etc

Objectives:

This document describes all the functions carried out to ensure that our guest's have a consistent and satisfactory service experience from the housekeeping department.
HOUSEKEEPING ORGANISATION CHART

- COMPLEX DIRECTOR OF HOUSEKEEPING
  - EXECUTIVE HOUSEKEEPER
    - ASSISTANT EXECUTIVE HOUSEKEEPER
      - HEAD HOUSEKEEPER
      - OFFICE ADMINISTRATOR
        - DESK COORDINATOR
        - FLORIST
          - TAILOR
          - FLOOR SUPERVISOR
          - PUBLIC AREA SUPERVISOR
            - ROOM ATTENDANTS
            - PUBLIC AREA ATTENDANTS
            - Window Cleaners
            - CARPET CLEANERS

Madinah Hotel – Rajhi / HOUSEKEEPING SOP / ISSUE 5
GOAL

To present the right company image

PROCEDURE

GENTLEMEN
The only acceptable uniform is the one issued by the Hotel.
Uniforms are cleaned by only the Hotel Uniform Department.
Problems with Uniforms must be reported immediately to the Uniform Attendant.
No jewellery should be worn except for wedding bands, engagement rings, and
wristwatches.
Shoes should be black laced, which is recommended by the Hotel.
Shoes should be well polished every day.
Men should wear dark colored socks.
Hair should be well groomed and cut in a conservative style.
Moustaches must also be well kept.
Fingernails must be short and clean.
A bath or shower must be taken daily and deodorant should be applied.
Hands must be kept clean.
GOAL

To have right attitude and a professional approach towards all our guests

PROCEDURE

Attitude
Greet guest and colleagues with a smile and maintain a friendly facial expression.
Do not fold your arms in front of a guest.
Keep your hands out of your pockets.
Do not lean on rail or wall at any time.
Do not play with hair and jewelry.

Speech
Be tactful and courteous, do not argue with guests
Be humored and even mannered, do not become over friendly with guests
Look at a guest when addressing him/her
Look and act professional
Always appear confident
Listen carefully to guest when talking to him/her
Be positive
Use the guest’s name at least twice once known
Ask the right question to identify needs.
Talk clearly and maintain a good tone of voice at all times.
Do not criticize one guest to another.
Do not refer guest as “he/she to they” in their presence
Do not weary the guest with your troubles.
Do not discuss religion or politics with guests.
Be specific in your explanations.
Consult your colleagues if any doubt arises.
Establishing Contact
Make eye contact while speaking to guest
Give guest a warm and friendly welcome, “good morning Mr.... how may I help you”
Make the guest feel comfortable and safe
Refer to the guest twice by correct title and name if known
Identify the guest’s needs
Be discreet
How guest as sympathetic interest
Take your time for the guest
Always recommend our service to the guest
Appear neat and tidy

Product knowledge
Know the different facilities available in the hotel.
Be able to describe each product.
Know who is who.
Know the layout of the hotel.
Know the location, timings, promotions and theme nights of the outlets.
Have a good general knowledge of Dubai and the UAE.
Be aware of any special promotions going on in the hotel.
Know which function are taking place and where.
Location of restaurants in the city.
Locations of banks.
Locations of conference centers.
Locations of sport facilities.
Location of main events happening in Dubai
Location of main shopping centers
Location of specific shopping areas (Gold Souk/Spice Souk/Electronics).

Giving directions
Within the hotel grounds.
Be aware of the exact location of the facilities in the hotel.
Explain in a clear and simple way.
Escort the guest whenever possible (or have him escorted by another member of staff)

Salesmanship
Find out the guest’s needs
Recommend items in accordance with the guest’s needs
Always offer an alternative
Have a perfect knowledge of the product
Ask open end questions
Use the 5 W’s words + How, in the questioning technique
Avoid using negative terms and phrases.
Promote the hotel’s Food & Beverage Outlets
GOAL

To provide prompt, efficient and professional service for guest over the phone, making sure of meeting guest’s requirement

PROCEDURE

Attending Calls

Answering the calls
Answer the calls within three rings
A welcoming and friendly while answering the calls
Using clear diction/ language and pronunciation while answering the calls
Personalize the call,
Answer the calls with a smile and clear voice
Say “Thank you for calling Madinah Hotel. This is__name__. How may I be of service?” (External calls) and “Good morning/ afternoon/ evening operator. This is__name__ at your service ?” (internal calls)
Ask, listen and respond in an effective manner to customers, both internal and external, consistently
Let the caller hang-up the phone first
Make note of necessary information and inform the same to the respective department/ person
When speaking to the guest, find out the name and use at least twice during conversation
To clarify the guest name (as the spelling if necessary), use the Opera system for help
Calls on Hold
Answer the calls within three rings
Smile while answering the calls, the caller will hear it in your voice
Introduce yourself “Thank you for calling Madinah Hotel. This is ___name___. How may I be of service”
Let the caller speak before you place him/ her on hold.
Ask permission before place the caller on hold and wait for an answer “May I put you on hold Sir/ Madam/ name?”
Offer the caller a choice i.e. if a call is on hold, the operator have to check with the caller after every 20 seconds and ask if he/she would like to continue waiting or leave a message
If the guest has to hold for more than a minute, give him/ her approximate time he/she would have to hold
If the guest does not agree to be kept on hold, obtain his/ her name and contact number and get back to the guest.
When going off hold, say “Thank you for waiting”
Always use “on hold” facility

Transferring Calls
Make sure you are familiar with all extensions
While speaking to the guest, transfer the call in the following situations;
if he/she wishes to speak to the guest/ administration
when making reservations
Procedure of transferring calls:
listen to the guests requirements clearly
if the caller want to speak with hotel’s guest, get the name and room number. (do not connect any calls if the caller can not mentioned the name of the guest)
If the caller want to be connected to administration, get the name
Never disclose any room number to the caller
When transferring the call, say “Connecting you, Mr/Mrs ___name__”
When connecting to administration/ outlets, say “Connecting you to ___name of the outlets/ administration office___”
Before releasing the line, give information to whom the line will be connected

Handling Multiple Calls
All calls must be answered within three rings
Remain calm and courteous at all the time
Be prepared and organized. Have adequate supplies handy, such as message pads, pen, and directories
When the telephone rings while you are between a call, politely excuse yourself so you may promptly answer the second phone call.
Always inform the caller before putting them on hold.
When going off hold, say “Thank you for waiting”
Remember the priority of each call if you have several callers on hold.
If a caller needs help that will take time, take their name & telephone number and offer to return the call within a certain amount of time, such as a half an hour.
Remember to contact the caller within the specified time.
GOAL:

The entire Room attendant should well organized before the start of their work.

PROCEDURE:

Be well groomed according to hotel standards.  
(Ref: Grooming Standards)

Check the work allotment for the day and sign in key register and take the keys for section to which you have been allotted for the day. The keys and the reports are handed over by the supervisor who conducts the morning briefing.

Be aware of the guests and any special requests that they may have. Attend daily briefing at 9AM to ensure that you are well informed about the daily events in the hotel.

Before starting with the rooms make sure that the guest corridor, lift landing are clean and tidy and all the corridor furniture is in place.
Check the vacant room (Inspect Rooms)

If the room is vacant.Run all the taps and the shower in guestrooms for several minutes and wipe all the water with duster. To comply with health & safety procedures.( check list to be updated in the Morning service report )

If the room had been turned down, put the bed throw back on the bed, open the curtains and dust the room if required. If any maintenance issues report to housekeeping desk.
**Task** : Entering the Guest Room

**Effective Date** : 01 / 08 / 2012

**SOP Author** : Nancy and Ghada

**SOP Owner** : Madinah Hotel

**SOP Approver** : Sam Saker

GOAL:

Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied while entering the Guest Room

PROCEDURE:

Approach the door of the room.

Observe the sign on the door. If there is a “Do not disturb put the DND slip into the room.

If Do not disturb sign was not there, Position your selves in front of the guestroom security viewer with the name tag visible to the guest.

Knock on the door with the knuckle of the index finger three times (or ring bell) to announce yourself Housekeeping. If the guest opens door,

Say Good Morning Mr. /Mrs. X” may I make up your room”? If the guest agrees, proceed or come back at the requested time

Place Room Being Service” card on the doorknob and closes the door and proceeds.

If there is no response after knocking or ringing the bell and announcing housekeeping.

Wait for 10 seconds and again knock /ring the bell again and wait for response if still no response open the door slowly, announce housekeeping again and then enter the room.

Room Attendant must keep the door closed whilst cleaning. Associate ensure the guestroom is completely closed as they depart.

Room Attendant must keep the guest & room details sheet on their person at all times.

If for any reason the room attendant needs to leave the room, the guest room door must be closed, regardless of whether the room is occupied or vacant. If a guest re-enter’s their room whilst it is being serviced then, if working alone , the associate must, in accordance with Brand Standards, either leave the room or service is being provided in the guestroom, with the guest present, the guestroom door must be propped open until the associate departs.
Task: BED MAKING (TOWER ROOMS)
Effective Date: 01 / 08 / 2012
SOP Author: Nancy and Ghada
SOP Owner: Madinah Hotel
SOP Approver: Sam Saker

GOAL:

Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied when BED MAKING (TOWER ROOMS)

PROCEDURE:

If any items belonging to the guest are on the bed, remove & place them neatly on the sofa/chair.
Remove the pillowcases from the pillows and place the pillows aside. (Never leave the pillows on the floor)
Check the pillow inner slip (if its stained remove it)
Loosen the two corners at the foot of the bed.
Remove the duvet covers & place duvet on sofa.
Remove sheets from the bed (Never leave the sheets on the floor)
Collect all soil linen from room and bathroom, put them into soil linen trolley in pantry (ensure room door is closed when you are going to the pantry)
Take necessary clean linen & supplies for the room
Check the mattress protector for stains and change if required.
Start at the bottom of the bed,
Spread the bottom sheet in front of you along the length of the bed.
Tuck the sheet under the mattresses with the palms of your hand facing down.
Mitre the corners of the bottom of the bed. (Mitring is the process of making an envelope fold at the base of the mattress)

MITRING

Begin Mitring with sheets hanging loosely over the side of the bed.
Grab the loose end of the sheet above one foot of the corner & pull it up at 45° angle folding in a flap.
Tuck in the part hanging over the mattress & then the flap.
Open the duvet cover, hold two closed ends and turn it to the other side.
Hold 2 ends of the duvet covers with duvet.
Lift up and shake holding the duvet and the cover tight.
Spread the duvet along the length of the bed.
Move to the head of the bed and fold the duvet. (Should be 1 foot from the head of the bed.
Now stand at the foot of the bed and place bed throw on the bed.
Ensure that pillow inner slip free of stain.
Insert pillows into pillowcases.
Fluff up the pillow.
Move to the head of the bed and place the pillows at the head of the bed.
Now stand at the foot of the bed and place bed throw on the bed. Ensure the cushions are free from stain and not tone, arrange them in front of the pillows neatly.
Task : Cleaning of guest Room_ ABC’S PATH
Effective Date : 01 / 08 / 2012
SOP Author : Nancy and Ghada
SOP Owner : Madinah Hotel
SOP Approver : Sam Saker

GOAL
Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied while cleaning the Guest Room.

PROCEDURE

A-Awaywiththeold

Enter the room with caddy and place the caddy in the Bathroom.
Open the curtains (both sheer and black out curtains) fully and check any stains or broken raling or open hooks.
Switch on all the lights. If any bulb fused or not working make note of that and inform housekeeping desk by dialing 5903or 5901
Collect all the garbage from the room as well as in the bath room and place in the pantry.
Recycle Items form the Recycle Bins should be emptied in designated bins.
Check under the bed for any garbage.
In the check out room,Check all the drawer for any garbage
Strip the bed
If any items belonging to the guest are on the bed, remove & place them neatly on the sofa/chair.
In occupied room no items to removed from the room unless it was in wastebasket.
Remove the pillowcases from the pillows and place the pillows aside. (Never leave the pillows on the floor)
Check the pillow inner slip (if its stained remove it)
Loosen the two corners at the foot of the bed.
Remove the duvet covers & place duvet on sofa.
Remove sheets from the bed (Never leave the sheets on the floor)
Strip the bathroom linen
In rooms were is Jacuzzi present and if the room is check out. Jacuzzi should clean with Spa Genine Chemical.
Close the drain cover and open the tap to fill the water until the water touches all the jet pipes in the Jacuzzi.
Shake the shower curtains vigorously for dry the water in the curtains
In check out room change the shower curtains.
Collect the entire used towel and together with bed linen place in the pantry or throw in the linen chute.
Remove all the dirty crockery from room and place in the service area
Bring the bed linen for the making of the bed.

Crockery Washing

Any dirty crockery’s or dirty glasses from the room and to be kept it in the separate rack which placed in the service area.
All the dirty glasses will be taken by House attendant will pick from all the service area and taken to the dishwasher.
All glasses should be run through a dish washing machine to ensure proper sanitizing.
Clean and wipe dry with clean tea towels (glass cloth) provided for the purpose. Ensuring that glass is free of smudges and marks.
Wet the ash then empty in the trash. wash the ashtrays in hot water wipe dry with clean tea towels provided for the purpose and place back in the room.
Any refreshment centre dirty crockery item should be removed from the room and inform housekeeping desk to replace the same.

B-BED

Take necessary clean linen for making of the bed.
Check the bed skirting is in proper position and ensure that is in free of stains.
Check the mattress protector for stains and change if required.
Check the mattress protector is free of hair; use the lint roller on the mattress protector for removal of hair.
Pull the bed slightly away from the headboard. (Tower building beds are fixed you can’t able to pull.)
Stand at the bottom of the bed
Spread the bottom sheet in front of you along the length of the bed.
Tuck the sheet under the mattresses with the palms of your hand facing down.
Mitre the corners at the bottom of the bed. (Mitring is the process of making an envelope fold at the base of the mattress)

MITRING

Begin Mitring with sheets hanging loosely over the side of the bed.
Grab the loose end of the sheet above one foot of the corner & pull it up at 45° angle folding in a flap.
Tuck in the part hanging over the mattress & then the flap.
Open the duvet cover, hold two closed ends and turn it to the other side.
Hold 2 ends of the duvet covers with duvet.
Lift up and shake holding the duvet and the cover tight ands place on the bed along with length of the bed.
Make sure the bottom of the duvet has nicely inserted under the flap of the duvet cover.
Move on to the head of the bed and fold the duvet tightly
Should be 12 inches from the head of the bed.
Now stand at the foot of the bed and place the bed throw onto the bed so that it falls over appearing equal length on both sides.
Pull back the duvet so that the fold over meets the top of the throw.
Check the pillow inner slip is free of stain. If stained change with new one.
Insert the pillow into the pillow cases
Fluff up the pillows
Move to the head of the bed and place the pillow at the head of the bed
Ensure the cushions are free from stain and not tone, arrange them in front of the pillows neatly.
Place the Discovery Envelope on the fold of the bed

Discovery envelope consists of:
POCKET 01- (1) In-room dining menu

POCKET 02- (1) Hotel services, facilities, and in-room TV channel line-up
(1) Spa Menu -- In front of HOTEL SERVICES INSERT

POCKET 03 - (1) Insert describing UNLOCK ART and
(1) LM100 program Pass that provides guest entry into local cultural institution. In front of UNLOCK ART INSERT.

POCKET 04- (1) Voucher for COFFEE FOR TWO
(1) OFFERS (OPTIONAL)

C-CLEANINGCHEMICALS

Before you start applying the chemical use appropriate safety equipment hand gloves.

If the room occupied carefully move the guest items one side of the vanity or in the wash basin.
Spray Oasis PRO 63 in the washbasin, counter and in the fixtures.
Remove any guest item, toiletries from the bath tub and place in the vanity counter.
Spray Oasis PRO 63 on the bathtub, wall or tiles and in the bath tub fixtures.
If Jacuzzi present in the room & the room is check out Jacuzzi has to clean with SPA GENINE CHEMICAL.
Fill the Jacuzzi with the water until the jet pipe of Jacuzzi (which has to done in Step A). Add 50ml of SPA GENINE chemical on the Jacuzzi and switch on the Jacuzzi and leave it for 10-15 minutes.
Flush the toilet (w/c).
Spray Oasis PRO 63 on the W/c seat cover, underneath of the w/c and also in the bidet.
By Using W/c brush push water level down in the toilet bowl it should done before applying the chemical.
Then apply Oasis PRO 64 in the W/c along with rim.

D_ DUSTING

Before you start dusting the room use appropriate safety equipment hand gloves
Use Oasis PRO 63 and Oasis PRO 40 chemicals for damp dusting.

Wipe all surfaces with a clean damp cloth.
To start from one end of the room & finish at the other end (clock-wise or anti clock wise) making sure that all the areas are covered.
Tidy the guest items but do not re-arrange or re-locate them. (Lift the items & clean the surface below and put it back in the same place.)
Do not rearrange any guest documents or paper on the desk.
Dust all the Furnishing Including
Bed side table
Head board
Window ledges
Wooden skirting
Luggage racks
TV Amor
Wardrobe
Drawer’s( In check out Rooms only)
Safe deposit
Wooden legs
Picture frames
Top of the door frames
Doors
Use R3 and dry duster for clean glass surface like pictures and for glass surface.
Stand next to bed use the remote to check the channels and battery in the remote are in working conditions.
Dust the lamp shades and turn the lampshades seam towards the wall.
Pull out the cushions and the pillows from the sofa and clean by using damp cloth or by vacuum edging tool
Flap the pillow and the cushions as you replace them.
Ensure that AC thermostat is set 22° C, fan at 2nd speed in vacant rooms
Do not change AC thermostat setting in occupied rooms
Check all equipment in the room to make sure that all are in good working condition
Inform housekeeping By dialing 5901/5903 fro cleaning of the window glass
Window glass should be cleaned with glass cleaning solution by window cleaners.

E. EVERYTHING IN THE BATHROOM.

Clean and wipe the mirror and magnifying mirror ensuring no marks. By using Oasis PRO 40
Spray Oasis PRO 63 cleaner on tap and the sink.
Take out the stopper, remove hair and other refuse and clean (keep it opens).
Clean the inner sides of the drainage pipe with a brush.
Scrub the sink with Blue Sponge.
Rinse off the cleaning agent carefully.
In occupied rooms the guest’s items should be arranged neatly to a side before starting the cleaning process. (Reposition after cleaning).
Wipe all fixtures dry. The fixtures should be clear of any smudge or water marks.
Dry the area around the washbasin.

Spray Oasis PRO 63 cleaner around the tub especially on the fixtures and edges and on wall tiles. If required. (Chemical is already sprayed in the step C).
Use Blue Sponge to scrub the tiles, use grouting brush if required to clean between the tiles.
If the Jacuzzi is present in the room & room is check out spa genuine chemical should be applied above in the step, so switch off &and scrub the bath tub.
Scrub the tub and make sure that all areas, edges have been cleaned.
Use soft side of the sponge to clean the fixtures.
Rinse all areas.
Check hot and cold water.
Wipe the tub dry.
Wipe all fixtures dry.
Ensure that shower handle and head of shower to be clean & free of scale.
Ensure in shower area & tub water regulator is set to flow water in the tap.
Wipe dry the shower curtain and reposition it (In check out change the shower curtains)
Brush the inside of the toilet bowl with the toilet brush provided for the purpose.
Apply chemical Oasis PRO 64 if required (chemical is already applied in the step C).
Flush the toilet and continue to scrub.
Scrub the top part of the bowl, below the seat, the base, sides, hinges and hard to reach areas in the back using the red sponge provided for that purpose.
Wipe the toilet surfaces and fixtures dry with the rag provided for this purpose.
Apply Oasis PRO 64 in the bidet and clean inside the bidet using the toilet brush. If required. (Chemical is already sprayed in the step C).
Remove bidet stopper, clean it and wipe dry.
Clean inside, outside below the seat and hard to reach areas at the back and the base of the bidet using the red sponge used for cleaning outside the WC
Wash and clean inside and wipe dry the surfaces with rag provided for the purpose.
Replace the stopper (keep it opens.)
Scrub with light non-abrasive scrubber if very dirty or stained.
Rinse if necessary.
Squeeze the water out and wipe dry using the rag provided for the purpose.
Do not forget to clean the corners, crevices and hard to reach areas.
Damp wipe all surfaces, which are prone to be dust collectors.
Hair dryer, counter, door frames, shower curtain rods etc to be damp wiped.
Damp wipe the bin and make sure there are no watermarks.
Damp wipe the weighing scale, towel racks etc.
Make sure that none of the mirrors have watermarks.
Replenish all supplies and towels according to hotel standards
Make a final check of the bathroom to make sure that everything is in its place.
Take a final look to make sure that everything is in place

REMARKS
Always ensure that surfaces are smudge free, no water marks, shiny and totally free of dust and hair.

F. FINISH THE BEDROOM

Damp wipe all balcony furniture and railings.
Vacuum the entire balcony floor.
Wash the balcony floor. Ensure there is no water in the balcony floor.
Check the stationery, pens, and other amenities in the room and make sure that it is replenished in prescribed quantities. Ensure that stationery and printing materials are crisp and free of any pen marks.
Check hangers replace any broken ones.
Secure two laundry bag and pricing list on one of the skirt hanger.
Close the window sheer curtains ensure that curtains are free of stain or tears.
Finally vacuum the entire carpet of the room.
Check the vacuum for any broken part or the cord has damage parts
Do not use the vacuum with the broken parts.
Start vacuum from the corner of the room by walking back wards
Corners, edges and crevices should not be neglected.
Spray air fresher and take a final look to make sure that every thing is in order
Change the room status from DI to CL by telephone
   Dial number 30383 to access room status system
   Enter the user ID (XXXX) followed by # key
   Enter the user ID (XXXX) followed by # key
   Enter the status code followed by the # key
1- Occupied Clean  3 -Occupied Dirty
3- Occupied Dirty  6 -Vacant Dirty
Before you close the door wipe down the door knobs inside and outside of door by using a damp cloth.
Task: Cleaning of Guest Corridors

Effective Date: 01 / 08 / 2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL:

To deliver welcome feeling and good presentation to our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied while cleaning the guest corridors

PROCEDURE:

Damp wipe all the window frames, corridor wooden skirting and main doorframes.
Damp wipe the picture frames and light fixtures, potted plants and leaves.
All brass and chrome fixtures have to be shined on a daily basis.
All brass and chrome fixtures have to be free from dust, grease and finger marks.
To shine the fixtures take a little brass in a clean cloth and apply thoroughly.
Now shine with clean dry cloth.
Wipe the guest elevator doors so that they are free from dust grease or finger marks.
Vacuum the lift grooves and polish with brasso.
When vacuuming work your way from the furthest point backward and make sure you look under every piece of furniture. All furniture to be replaced in the correct position.
Wet mop the lift landing area or any marble granite area in the guest room corridor, service area using a clean mop cloth. Use a safety signage board whenever guest areas are being mopped.
Respect guest’s privacy by avoiding unnecessary noise (conversation in corridor, slamming doors)
Ensure spotless condition at all times.
Ensure those corridors are always kept clean (No room service trays, carts against the wall, vacuum cleaner leads, etc).
Keep pantry and service doors closed.

Ensure that all mobile equipments from housekeeping, maintenance, bell service, and room service are cleared as soon as not required. Position appropriately when in use. Keep clean and tidy at all times.
<table>
<thead>
<tr>
<th>Task</th>
<th>Preparing Occupancy Report</th>
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<tbody>
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<tr>
<td>SOP Approver</td>
<td>Sam Saker</td>
</tr>
</tbody>
</table>

GOAL

To prepare the occupancy report which is accurate by adhering to the following set of thorough procedures to be applied.

PROCEDURE

Physical check of all allocated rooms at 15:00 hours to know the status. (Whether the room is occupied, check out or whether it is a vacant clean room, if it is an occupied room the number of persons staying in the room has to be mentioned in the housekeeping occupancy report.)

Any Sleep out rooms, not yet Arrived rooms, etc to be reported to the housekeeping desk.

Any room which does not have any luggage also to be reported to the desk co-coordinator who in turn will report it to the front desk.

The report to be handed over to housekeeping desk.

NYA ROOM-The room shows occupied in the system but the guest has not yet arrived.

Sleep-out rooms-Occupied rooms where the guest has spent the night out or the occupied rooms which have not been used at all since it was cleaned the previous day.

REMARKS

The desk co-coordinator compiles the occupancy reports from each section and makes the occupancy report for the entire hotel in three copies, a copy each to front desk, accounts and housekeeping

The desk co-coordinator updates the room status in the system according to the reports given from the floors and prints out a discrepancy report in three copies, one each to housekeeping, front desk and accounts.
GOAL

To secure the guest room privacy by adhering to the following set of thorough procedures while the guest room was on DND

PROCEDURE

DND PROCEDURE (for all guest rooms)

DUE OUT ROOMS

1. If the guest is scheduled to check-out and there are no remarks in the Opera / Property Management System specifying a late check-out, the room should be called by desk coordinator after the posted check-out time.
   If the guest answers, an apology should be offered for disturbing them and their departure plans should be ascertained.
   If there is no answer to the telephone call and to a knock on the guest room door, the Housekeeping Supervisor should enter the room. If it appears that the guest has checked out the Do Not Disturb sign should be removed and the Room Attendant should be allowed to clean the room.
   If it appears the guest has not checked out, the Supervisor must inspect the room to ensure the guest is not in the room and unable to respond. If the inspection reveals that the guest is not present, a written message and voicemail should be left on the guest’s telephone instructing the guest to contact the Front Office so their departure plans can be updated. The Housekeeping Supervisor must contact the Front Office and notify them that the room is still occupied.
   If the Supervisor is unable to enter the room because it is double-locked or the safety bar is engaged, the Duty Manager and Duty Security Officer must be notified and the guest room must be forcibly entered.

OCCUPIED ROOMS:

2. On a daily basis, if the room is a stay-over and the room has not been entered due to a Do Not Disturb sign, and there has been no interaction with the guest, DND
3. Slip and a written message should be left on the phone asking the guest to contact the Housekeeping department to arrange for service. Room attendant should inform desk coordinator by 4pm about the room which is on DND until 4 pm & Morning service also not given.

   a. If the guest has not contacted the Housekeeping department by 4:00 PM the same day to arrange for service, a call, not a silent voicemail, must be placed to the guest room.

   i. If the guest answers the phone an apology for disturbing them should be offered and the guest should be asked if they would like to schedule Housekeeping service.

   ii. If the guest does not answer the phone or reply to a knock on the guest room door, Desk coordinator has to contact the duty manager and duty security to inform them to enter the room and inspect the room, the bathroom and the bathtub area to ensure the guest is not in the room and/or incapacitated.

   iii. If the is room double-locked or the safety bar is engaged, the Duty Manager and Duty Security Officer must be notified and the guest room must be forcibly entered.

   iv. If the guest is not present in the room a message should be left on the room to asking them to contact the Housekeeping department to schedule service.

   v. If the guest request for clean the room or requested for items to be delivered in the room & the room was in DND sign, then Housekeeping desk will call the guest in the room If the guest answers the phone an apology for disturbing them should be offered and the guest should be asked if they would like to schedule Housekeeping service.
GOAL:
To protect associates against any probable accusations and allegations of misuse or stealing and to safeguard guest’s property practicing utmost care to ensure that the hotel or its associate are not held liable for any loss or incident.

PROCEDURE:
Opening of Safety Box:
In the event of a new arrival in any particular room. Housekeeping desk will make a Request to Duty/Night Manager to open the safety box if it was found locked once the previous guest had checked out.
Duty/Night Manager and Duty Security Officer will go together to open the safety box, and they will ensure that nothing was left behind by the checked out guest while vacating the room.
If anything is found regardless of valuable or not, it must be immediately deposited to lost & found section and Duty/Night Manager will try to reach the checked out guest using the contact details available at the reception.
In case a large amount of currency or expensive jewelry or important documents are found in the safe after checked out. Such items will be kept in Duty Manager’s safe until claimed or handed over to Police authorities, it should not be considered as routine lost & found.
If any guest is still in house and calls Duty/Night manager to open his or her safe as it was malfunctioning or a case of forgotten code, Duty Security and Duty/Night Manager will ensure before opening the safe that the caller is a rightful owner of the safety box and not a visitor or relative of the staying guest. Passport copy can be obtained from the reception before opening the safe.
If guest had complained that the safe is not opening or battery is low, engineering will go upstairs and rectify the fault in the presence of Duty/Night Manager and Duty Security. No safety box will be operated or touch in the absence of the owner under any circumstances.
All the three departments, the one who request to open the safety box, Duty/Night Manager and Duty Security should make a log entry in their respective log books mentioning the reason of opening, time and date with room number.

Un-attended Safety Box In Occupied Rooms.
Whenever any associate enters into a guest room must swipe his or her key card regardless of that an associate is already servicing the room.
Enter the room following the guest room privacy brand standard checking to ascertain if the guest is present or not. 
If the guest is not present then they should visually check to ensure that the guest safety deposit box is closed and secure. 
In case a safety box is found opened and associate can see that guest valuables are not secured while guest is not around then he/she must immediately call and inform Supervisor/ Manager or Housekeeping desk, as well as Duty/Night Manager and Duty Security and leave the hotel room, and then must wait there until Duty/Night Manager and Duty Security’s arrival, who will witness this. 
On arrival of the Duty/Night Manager and Duty Security, they should inspect the guest room visually, and “DO Not Disturb” sign should be placed on the room door. 
Under no circumstances the guest valuables or safety deposit box should be touched by any of the staff members when they see them in the room for security reasons and ensure that safe is not touched and no finger prints in and out side the safe. 
A written message and alert message should be then left on the guest’s room opera system by the Duty/Night Manager to advise the reception that the guest’s room safe has been found open and that they should call the Duty/Night Manager on the return of the guest. 
The room should not be cleaned until the guest returns. 
When the guest returns and upon seeing the message, Reception or Telephone Operator should call and inform Duty/Night Manager and Duty Security. 
·Duty Security and Duty/Night Manager must visit the guest together and advise them that when the associate visited their room, he/she found their safe unsecured and therefore the room was immediately vacated and in order to secure the room a “Do Not Disturb” sign had been place in their room. 
At this stage the guest should be offered housekeeping to service the room by Duty/Night Manager as it had not been cleaned due to the reason mentioned. 
· All the three departments, the one who finds the safe open, Duty/Night Manager and Duty Security should make a log entry in their respective log books. 
· Same procedure will applies if any jewelry, cash or valuables lying anywhere in the room. 

Valuable left outside the safe in the guest room 
Any valuables in occupied rooms which left outside the safe, Room Attendant or Supervisor needs to inform the Desk Coordinator. 
She/He will log the message into the message book and then will inform to the Duty Manager and Duty Security. 
Room Attendant must update their Report if any valuables in the room 

Room attendant must update the service report whether the guest is present in the room or guest is out of room while servicing the room.
Task: Care and Maintenance of Equipment

Effective Date: 01/08/2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL

To ensure that all the equipment should work in good condition by adhering to the following set of thorough procedures for handling equipments.

PROCEDURE

Check and clean the bag of the vacuum cleaner, change the bag if required.

Make sure that the vacuum is in good condition. Ensure that vacuum cords are wiped with damp cloth on daily basis.

Wash mop and squeeze water & leave it to dry.

Wash & clean the mop bucket.

Any other equipment needs to be cleaned & stored properly. (Scrubbing machine, Shampooing machine)

Any equipment, which is not working or broken to be reported to the supervisor who in turn gets it rectified.

Report any frayed electric cables, insulation cover damaged etc immediately.

Room Attendant Caddie should contain Oasis pro 40.63.64.55 chemical in appropriate container, blue, red sponges, WC brush, & gloves, Grouting brush.
GOAL
Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied when placing a rollaway bed.

PROCEDURE
Check the extra beds conditions (e.g. base of bed, headboard, wheels, skirting ) and place in the room as per the guest request.

Check the mattress protector for stains and change if required.
Start at the bottom of the bed; Spread the bottom sheet in front of you along the length of the bed.
Tuck the sheet under the mattresses with the palms of your hand facing down.
Mitre the corners of the bottom of the bed. (Mitring is the process of making an envelope fold at the base of the mattress)

MITRING
Begin Mitring with sheets hanging loosely over the side of the bed.
Grab the loose end of the sheet above one foot of the corner & pull it up at 45° angle folding in a flap.
Tuck in the part hanging over the mattress & then the flap.
Open the duvet cover, hold two closed ends and turn it to the other side.
Hold 2 ends of the duvet covers with blanket.
Lift up and shake holding the duvet and the cover tight.
Spread the blanket along the length of the bed.
Move to the head of the bed and fold the blanket. (Should be I foot from the head of the bed.
Ensure that pillow inner slip free of stain.
Insert pillows into pillowcases. Fluff up the pillow and place the pillow on the head of the bed.
Place the following amenities
Slippers & Bathrobes
Bathroom supplies, Bathe towels, face towels & hand towels.
Cups and saucer, Tea spoons, water bottle
<table>
<thead>
<tr>
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</tbody>
</table>

GOAL

To ensure that pantry should be cleaned & stocked with linen & supplies for the day’s works by adhering to the following set of thorough procedures to be applied while setting of floor pantry.

PROCEDURE

Clear the garbage & soiled linen from the pantry

Replace a new garbage bag in the bin.

Linen chute a for the next day according to the linen requirement. The stock that should be maintained in the pantry is one par that is enough linen to service all the rooms in that floor once.

Do not over stock with supplies and linen.

Soiled linen and fresh linen should keep separately.

Do not store any unwanted items i.e. room service clearance and lost found items.

Any supply which is not available to be requisitioned for on the prescribed day of the week so that stock level in the pantry is maintained.

Arrange and tidy the pantry & mop the floor.

All guest request items to be returned to the appropriate place.

Pantry should be kept locked when in not use.
Task: Cleaning & setting up of the service area
Effective Date: 01 / 08 / 2012
SOP Author: Nancy and Ghada
SOP Owner: Madinah Hotel
SOP Approver: Sam Saker

GOAL
To ensure that all the work areas are kept clean all the times.

PROCEDURE
Service area toilets to be cleaned, disinfected & kept locked all the times.
Roll away beds & baby cots returned to their original position (extra bed rooms)
All refuse to be cleared.
Ensure all recycling items are put in appropriate bins in the sorting center near Associates bus stop.
In the event of there being room service trays and trolleys in the service area, call up the room service and request for the area to be cleared.
Mop the service area clean.
Check for any maintenance issues and report if any fused bulbs, ice machine leaking or noisy etc.
Do not store any items on top of the ice machine.
Ensure that service area doors are kept closed all the times.

Cleaning of Ice Machines
Turn off or unplug the ice machines before you start cleaning.
Turn off the water supply to the machines
Empty & discard all the remaining ice from the machine.
Remove all the ice contacts part from the machines and wash thoroughly with hot water. Sanitized all the parts.
Reassembled the part and wipe all the exposed surface of the machines. let air dry
Restart machine and water supply.
**Task**: Handing over keys & Report (Morning & Evening)

**Effective Date**: 01 / 08 / 2012

**SOP Author**: Nancy and Ghada

**SOP Owner**: Madinah Hotel

**SOP Approver**: Sam Saker

**GOAL**

To handover all the follow ups & information to the following shifts with accuracy.

**PROCEDURE**

Brief about the task, which is done since morning and hand over the follow-ups if any and then take the supervisors signatures in the report.

Report to the supervisor any service refused rooms DND room & late service request.

Inform the desk coordinator or the supervisor about any special requests by the guest, so they can update in the traces report (opera)

Hand over the reports keys and glass cloths to the evening shift supervisor and counter sign for keys in key register.

Hand over lost & found items to desk if anything found.
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**GOAL**

The entire Room attendant should well organized before the start of their work.

**PROCEDURE**

- Be well groomed according to hotel standards.

- Check the duty allotment for the day and collect the keys for the respective area. The evening shift supervisor conducts the briefing for the evening shift staff at 4pm.

- Be aware of the guests and any special requests that they may have. Attend daily briefing to ensure that you are well informed about the daily events in the hotel.

- Turn down starts at 18.00 hrs until 21:00. Between 16.00 hrs and 18.00 hrs the evening team follows the extra cleaning schedule, which is prepared by the supervisor of the respective floor, or they attend to any other task as per the requirement.

- Prepare the trolleys with required linen supplies etc and collect the turn down amenities required for the day. Fill the ice igloos with ice. Go to housekeeping and collect the Room Attendant reports, Arabic proverb and the room drops if any.
GOAL

Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied when “turning down” a guest room.

PROCEDURE

Approach the door of the room
Observe the sign on the door and if it is on DND come back, before 21.00 hrs.
If the door does not have DND, Position your selves in front of the guestroom security viewer with the name tag visible to the guest.
knock on the door with the knuckle of their index finger three times (or ring bell) to announce Yourself
Housekeeping. If the guest opens door.
If the guest opens the door say, “good evening Mr. / Mrs. X, may I give the turn down service?” If the guest says yes then start the service other wise come back at the requested time.
If there is no response after knocking or ringing the bell and announcing housekeeping
Wait for 10 seconds and again knock /ring the bell again and wait for response if still no response pones the door slowly, announce housekeeping again and then enter the room.
Keep the Trolley next to the doorway in order to facilitate the cleaning process. Room Attendant must keep the door closed whilst cleaning.
If the guest is not present then they should visually check to ensure that the guest safety deposit box is closed and secure.( If any valuable present in the safe box then procedure should be followed .Ref See procedures on the page 28-29 valuable in the guestroom)
Room Attendant must keep the guest & room details sheet on their personal at all times.
If any reason the room attendant needs to leave the room, the guest room door must be closed, regardless of whether the room is occupied or vacant.
If the guest re-enter their room whilst it is being serviced then, if lone working, the associates must, in accordance with Brand standards, either leave the room or
work with the door open whilst the guest is in the room. Once the guest leaves this
Closed Door policy must be reverted to.
Tighten the bed if the bed is used by guest & place the foot mat and slippers on
side of the bed according to the occupancy of the room.
Be observant of guest preferences such as lighting, A/C, Television setting, what
side to turn down, extra blankets on bed etc.
Replenish the Discovery envelope on the bed.
Discovery envelope consists of
POCKET 01- (1) In-room dining menu

POCKET 02- (1) Hotel services, facilities, and in-room TV channel line-up
(1) Spa Menu -- In front of HOTEL SERVICES INSERT

POCKET 03 - (1) Insert describing UNLOCK ART and
(1) LM100 program Pass that provides guest entry into local
cultural institution. In front of UNLOCK ART INSERT.

POCKET 04- (1) Voucher for COFFEE FOR TWO
(1) OFFERS (Optional)
For the guest who was checking out on the next day .Input need to place on the
fold bed with chocolate.
Place the turn chocolate according to occupancy of the room.
If the room is single occupancy place foot mat and slipper down side of the bed
where the guest has left his night items.
Draw curtains
Empty bins and clean ashtrays, Recycle Items form the Recycle Bins should be
emptied in designated bins.
Clean the bathroom. & Absorb Make a green choice program
If the used towels are left in the bath floor will be changed & if the used towels
kept in the rack will not be changed
Amenities and towels to be replenished.
Floor mats & slippers by bedside.
Music & TV should be turn off.
Place complimentary bottled water and glass on the bedside table.
Fill the ice bucket with ice. place on the ice bucket on the coffee table.
Tidy but do not disturb guest’s belongings report any valuables not stored in the
safe. And report any safes left open
Switch off all lights except bedside & B/R lights
Close the door.
Slip turn down card under the door if guest is not opening the door or it is double
locked.
Status of every room on the allotted area to be checked and recorded in the
report.
Do not discard any guest belongings, which have not been put in the waste paper
basket. If guest has already left the hotel follow the lost and found procedures.
Communicate guest room deficiencies and requests to the
Appropriate departments for action. Use guest history to check special requirements.
GOAL

To ensure that correct supplies placed in the trolley for the turn down service

PROCEDURE
The caddie must be clean and dry with no old pieces of soap, shampoo etc. From the previous days work!
Toilet cleaner, multi purpose cleaner, air conditioner.
Fill up the re-useable bottles from the dispensers.
Stock the trolley with linen and replenish when needed.

Following items to stocked in the trolley.

<table>
<thead>
<tr>
<th>Double sheets.</th>
<th>Toilet paper.</th>
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<tbody>
<tr>
<td>Duvet covers.</td>
<td>Facial tissues.</td>
</tr>
<tr>
<td>Pillow cases.</td>
<td>Soaps</td>
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<tr>
<td>Bath towels</td>
<td>Shampoo</td>
</tr>
<tr>
<td>Hand towels</td>
<td>Bath gel</td>
</tr>
<tr>
<td>Bath mats</td>
<td>Body lotion</td>
</tr>
<tr>
<td>Face cloths</td>
<td>Sewing kits</td>
</tr>
<tr>
<td>Foot mats</td>
<td>Shoe mitt</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Discovery envelope,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
</tr>
<tr>
<td>Coffee voucher</td>
</tr>
<tr>
<td>Lm 100 note card</td>
</tr>
<tr>
<td>Curiosity</td>
</tr>
<tr>
<td>Limitless</td>
</tr>
<tr>
<td>Input</td>
</tr>
<tr>
<td>Dnd cards</td>
</tr>
<tr>
<td>Weather forecast</td>
</tr>
<tr>
<td>Arabic proverb</td>
</tr>
<tr>
<td>Bath robe tags</td>
</tr>
<tr>
<td>Dnd slip</td>
</tr>
</tbody>
</table>

Do not fill the soiled linen bag higher than the top of the bag. A pile raised up to the ceiling looks untidy and unprofessional. As soon as the soiled linen gets to the top of the linen bag empty it into the linen chute.
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GOAL

Room is cleaned as per the guest request follow up with extra works & cleans all the late check out rooms.

PROCEDURE

Clean all the checkout rooms.
Clean the late service rooms (stay over/occupied rooms) \ Refer procedures ABC’s of housekeeping.
Follow up with the Dnd rooms.
Roll away beds & baby cots returned to their original position (extra bed rooms)
All refuse cleared.
Make sure that service area is clear of all room service trays & trolleys.
Mop the service area clean.
Follow with the supervisor any extra works needs to be done
<table>
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</table>

GOAL

To have a Spot less appearance of public area-lobby & to have a welcoming ambience.

PROCEDURE

Damp dust door and window frames, furniture, counter top. Make sure there is no finger mark on the glass doors.
Damp wipe elevator doors and polish with stainless steel polish.
Check the elevator mirror and cleaned the glass by using OASIS PRO 40.
Check and clean sofa cushions, look for any stains and arrange them properly. Any stained cushion covers to be changed immediately and the soiled one send to the laundry.
Entrance carpet should be vacuumed and maintained all the times.
Check the flowers on the table top.
Dry mop the floor when required & whole lobby should dry mop around 1400hrs.
Clear the dustbins in the reception counter and the back office.
Check the plants in the lobby look fresh and free of debris in the plant pot.
Task: Cleaning of Lobby Toilets – Day

Effective Date: 01 / 08 / 2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL

Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied while cleaning of toilets

PROCEDURE

Check for any defects on furniture and fixtures and report any maintenance works to your supervisor and desk coordinator by dialing 5903.

Empty and clean waste bin and wipe with damp duster.

Recyclable and non-recyclables are emptied in designated Bins.

Apply OASIS PRO 64 cleaner in to Bidet / W.C urinal bowl and leave for 3 minutes.

Scrub inside with toilet brush, deep inside remove and clean bidet stopper.

Clean seat cover with damp duster.

Clean washbasin with OASIS PRO 63 cleaner, blue sponge and wash down with water.

Clean the mirror with OASIS PRO 40 cleaner and wipe with clean duster. Wipe and remove and water stain or finger marks with damp duster.

Replenish, toilet rolls – tissues, face towel, soap liquid, hand lotion, and replace the flowers where required. Face cloths are replenished frequently at least 8 times in a day. Liquid soap is replenished twice a day, in the morning and in the evening.

Brush the floor with long handle brush and mop the floor with disinfectant.

Plants and flowers should be well maintained.
GOAL

To have a Spot less appearance of public area-lobby & to have a welcoming ambience.

PROCEDURE

Check the master extra cleaning schedule and check with the supervisor about the same (high ceiling A/C grill cleaning, lobby wall cleaning, and brasserie curtain cleaning) and follow that regularly.
Check for any defects on furniture and fixtures and report any maintenance works to your supervisor and desk coordinator by dialing 5903
Remove all trash from the bin and wipe the bin inside out with damp cloth.
Recyclable and non-recyclables are emptied in designated Bins.
Start dry mopping from one of the side lobby and Make sure that all the area has been covered.
Pay attention to behind the curtain, corner and under the chairs or sofas.
Do not lift the dry mop while doing the mopping. Always push the dry mop on the floor.
Place the sign board before you start wet mopping. Place it in both the Sides of directions of the ways.
Start Mopping from the one end to the other end paying attention to the side areas and the hard stain on the floor.

Note: Lobby marble polishing and buffing will be done by blitz blank company.

Vacuum carpet rugs thoroughly, under the furniture also and do spot cleaning if required.
Carpet edges should not be neglected.
Remove all the cushions and vacuum under the sofa Upholstery. And arrange cushions on the sofa.
Wipe all the surface with a clean damp duster OASIS PRO 40 chemicals can be used for damp dusting.
Start from one side of the lobby & make sure the that all the surfaces like Window frames, wooden skirting, picture frames, lamp shades, artifacts, tables, Mirror frames, table counter.

If you notice any maintenance complaints or health & safety hazards Report to the housekeeping desk immediately to the supervisor.

Never use damp cloths to wipe any electrical equipment, Switches & power sockets.

Use ladder to do high level dusting (follow the safety instruction when using the ladder).

Spray OASIS PRO 40 on the glass table and wipe it with the duster.

Polish the elevator steel plates and door wall by using steel polish.

Check the all flower arrangement and the table top arrangement are good condition, if not report to the supervisor.

Ensure that all the plants are free of marks, smudges and derbris.

Clean in-house telephones with OASIS PRO 40 cleaner using a clean rag.

Ensure that all the furniture is in correct position.

Check the air smells fresh & pleasant.
GOAL
Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied while cleaning of Lobby toilets

PROCEDURE
Check for any defects on furniture and fixtures and report any maintenance works to your supervisor and desk coordinator by dialing 5903. Empty and clean waste bin and wipe with damp duster. Before you start cleaning, place the wet floor sign board in front of the restroom. Wear glove before you start using the chemical. Flush the w/c and push water in the w/c With w/c brush after pushing the water you can see yellow line then apply the OASIS PRO 64 along with rim and in the basin and leave it for sometime. And then apply the OASIS PRO 64 in the urinal bowl and scrub and wash immediately. Clean the wash basin mirror by spraying OASIS PRO 40 chemical on the mirror and wipe it down with the duster. Scrub and clean the wash basin by using blue sponge and OASIS PRO 63 chemical. Ensure that wash basin stopper & counter are cleaned properly. Take the W/c brush and clean the w/c. R1 has been applied has been before in the w/c so it easy to Loosen solids with toilet bowl brush. Then apply OASIS PRO 63 on the out side of the bowl. By using red sponge scrub the outside part of the bowl. Then wash down the bowl with water. And wipe down the w/c seat cover and underneath the bowl with duster. Ensure that w/c seat cover is securely placed. Dust all the skirting, Window frame, Door frames, lamp shades, soap Dispenser, picture frames & craft items. Scrub floor using scrubbing machine or deck brush. Pay attention to the grouting line edges. Wash down with water and dry the floor. Replenish toilet rolls, tissues. Check and refill hygiene bag dispensers. (ladies Toilets)
Check and refill soap and hand lotion dispensers.
Replace used towels on the counter and make sure that the flowers are fresh. Rest rooms are clean and well supplies
Task: General Responsibilities of Floor Supervisor –Morning
Effective Date: 01 / 08 / 2012
SOP Author: Nancy and Ghada
SOP Owner: Madinah Hotel
SOP Approver: Sam Saker

GOAL

To ensure the smooth operations is being carried out through out the day

PROCEDURE

Take a thorough and proper handover from night shift supervisor.
Do work allotment according to the occupancy, each boys should get 14 rooms (occupied/check out)
Supervisor who comes 7:00 am in the morning has to the work allotment for all three buildings.
Conduct the briefing for morning shift staff at 9AM in Trax.
Take down the list of arrivals and departures for the day from the computer.
Take down the list of VIP arrivals, out of order rooms, special requests etc.
The guest corridors are to be kept spotless at all times. The following areas are to be clean. Carpet, Furniture, Mirrors, Pictures, Skirting boards, Windows Plants / flowers Elevator doors.
The floor supervisor co-ordinate with the Housekeeping control desk.
Regarding maintenance complaints to be directed to the technician for rectification works with time lines.
The maintenance personnel informs the housekeeping desk when each job is completed. The desk co-coordinator passes on the information to the floor supervisor who checks the room.
Messages from front office, which has to be passed on from desk coordinator to supervisor.
Lost and found enquiries / valuables in the room.
Follow up with Guest requests.
Room status / discrepancies.
Recognizing training requirements for staff by checking their performance and giving on the job training.
Keep the staff updated about events and functions in the hotel by doing training sessions on product knowledge and also by informing the daily events during morning briefings.

At all times the service and the standards to be according to welcome charter & SOP of the department.

Pantry stocks take to be done and supplies requisition given on the prescribed day to maintain the par stock level.
Task: Checking the Guestrooms

Effective Date: 01 / 08 / 2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL

To ensure that all the guest rooms are checked for cleanliness and conditions in order to deliver our promise.

PROCEDURE

Each & every guest room in the allotted floor has to be checked. Make sure that the occupied rooms are being cleaned according to the standards and also to make sure that the flowers are still fresh and to check for any maintenance issues in the rooms.

Rooms to be checked from one side of the main door to the other covering all areas.

Departure rooms are to be released only when you are sure that everything is in good condition according to the standards.

Once checked out room has been checked by the supervisor the room status to be changed into IP through telephone.

The following areas must be checked while checking a room.

Check all furniture.
Picture.
Skirting boards.
Windows.
Balcony.
Mirrors.
Audio / visual systems.
Safe deposit.
All lights.
Air conditioning
Carpet.
Curtain.
Over all presentation.
Wall paint/wall paper
Amenities
Any maintenance work order to be given to the Housekeeping Desk.
Cleanliness of bathroom is very important part. It is very important to make sure that correct cleaning methods are employed for cleaning the bathroom. The following areas are to be kept in mind while checking the guest bathroom.
Lights.
Bathtub&Shower curtain & rail
Towel rail & Hyde a line
Toilets
Flush, taps and all plumbing fixtures.
Sink, Mirrors
Vase Glasses
Amenities
Bathroom bins
Doors.
Towels
Over all presentation.
Inspection can be done also by using short inspection form, long inspection forms & Process audit Form.
### Sample of Inspection Short Form

<table>
<thead>
<tr>
<th>Attendant:</th>
<th>Date &amp; Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Room Number:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Room Standards</strong></th>
<th><strong>Bathroom Standards</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bed – All linens, bedspreads, blankets and pads are:</strong></td>
<td><strong>Bathroom Floor surfaces, including tile grout are free of:</strong></td>
</tr>
<tr>
<td>Unwrinkled</td>
<td>Soils, stains, hair, debris</td>
</tr>
<tr>
<td>Stained and not torn</td>
<td>Mold &amp; mildew</td>
</tr>
<tr>
<td>Free of hair</td>
<td></td>
</tr>
<tr>
<td><strong>Carpets and Floors are:</strong></td>
<td><strong>Shower stall, tub, curtain, sink and vanity are free of:</strong></td>
</tr>
<tr>
<td>vacuumed and free of debris</td>
<td>Hair</td>
</tr>
<tr>
<td>Garbage containers are free of:</td>
<td>Mold &amp; mildew</td>
</tr>
<tr>
<td>Debris</td>
<td>Soap scum</td>
</tr>
<tr>
<td>Odor</td>
<td>Dust</td>
</tr>
<tr>
<td><strong>Furnishings (television, furniture, lamps, doors, Minibar, alarm clock, artwork, drawers, safe box &amp; vents) are:</strong></td>
<td><strong>Fixtures (Faucet, temperature markings, shower head, drain, grab bar &amp; stopper) are:</strong></td>
</tr>
<tr>
<td>Free of Dust</td>
<td>Free of stains</td>
</tr>
<tr>
<td>In operational condition</td>
<td>Secure and functioning properly</td>
</tr>
<tr>
<td><strong>Telephones (including ear-piece, mouth-piece &amp; cords) are:</strong></td>
<td><strong>Toilet and all its parts are free of:</strong></td>
</tr>
<tr>
<td>Free of dust, debris and any sticky feeling</td>
<td>Hair, debris, grunge &amp; dust</td>
</tr>
<tr>
<td>Operating properly</td>
<td>Stains</td>
</tr>
<tr>
<td>Complete with face plate &amp; correct information</td>
<td>Odor</td>
</tr>
<tr>
<td><strong>Glasses, Mugs, Coffee Maker &amp; Ashtrays are:</strong></td>
<td>And all parts are secured &amp; functional</td>
</tr>
<tr>
<td>Shiny, unstained and free of debris</td>
<td></td>
</tr>
<tr>
<td><strong>Windows, Sills, Mirrors, Glass &amp; Walls are:</strong></td>
<td><strong>Bath Linen is free of:</strong></td>
</tr>
<tr>
<td>Free of smudges, fingerprints and stains</td>
<td></td>
</tr>
</tbody>
</table>
**Drapes & Sheers:**
- Open/close easily: 2
- Wand/pull sticks are functional: 1

**Ice Bucket, Lid and Tray are free of:**

**Bathroom amenities & tissues are:**
- Debris & liquid: 2
- Odor: 2
- Unused & Fully stocked: 1
- Tissues and toilet paper are no less than 1/4 full: 1

<table>
<thead>
<tr>
<th>Total Points Received</th>
<th>Total Points Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>46</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Points Received</th>
<th>Total Points Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>54</td>
</tr>
</tbody>
</table>

Overall Percentage

### Long Inspection Form

**Attendant:**

**Evaluator:**

**Date & Time:**

**Room Number:**

### Bed: All linens, bedspreads, blankets & pads are:

- Unwrinkled: 1
- Unstained: 1
- Not torn: 2
- Free of Hair: 4

### Carpets & Floor areas are:

- Vacuumed: 1
- Free of Debris: 3
- Free of marks, stains, residue: 1

### Garbage Containers are free of:

- Debris: 4
- Odor: 2
- Imperfections (nicks, rust, dents, pitting, burns): 1
<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dry with garbage bags in place</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Furnishings (television, furniture, lamps, doors, Minibar, alarm clock, artwork, drawers, safebox, vents)** are:

- Free of Dust: 1
- Minibar (Refreshment Center/Munchie Box) freezer is defrosted: 1
- Free of marks, stains & residue: 1
- Operating Properly: 1
- Fire Safety Information & DND sign are in place and in good condition: 1

**Television:**

- Has clear picture & sound: 1
- Operates through the remote control: 1
- All informational items are current & stain free: 1

**Telephones are:**

- Free of any sticky feeling on all surfaces & cords: 1
- Earpiece and mouthpiece are clean and free of odor: 1
- Free of debris, dust & stains: 1
- Operating properly: 1
- Complete with face plate & correct information: 1

<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alarm Clock &amp; Radio</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set to the correct time &amp; volume</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Alarm is in the OFF position in checkout rooms</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Ice Bucket, Lid & Tray are free of:**

- Debris & liquid: 1
- Odors: 1
- Imperfections (cracks, burns, buckling): 1
<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>stained)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Glasses, Mugs, Coffee Maker & Ashtrays are:

<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placed on doilies or covered with stan caps</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Free of imperfections (chips or cracks)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Free of stains, watermarks and debris</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Closet Carpet, Walls, Floor, Doors and Fixtures are:

<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free of dust &amp; debris</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Free of stains and discoloration</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Operating properly</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Windows, Sills, Mirrors, Glass & Walls are free of:

<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dirt, residue, rust/oxidation spots and dust</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Smudges, fingerprints, &amp; stains</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Any Imperfections have been reported (tears, holes, dents, loose wall coverings)</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Drapes & Sheers are:

<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free of dust</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Free of discoloration &amp; stains</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Any imperfections have been reported (snags, tears, open seams)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Operating properly (wands, pull sticks)</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Bathroom Floor Surfaces and Tiles are free of:

<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Debris</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Mold &amp; Mildew</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shower Stall, Tub, Curtain, Vanity &amp; Sink are free of:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hair</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Mold &amp; Mildew</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Soap Scum</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>✔ Item</td>
<td>#</td>
<td>Comments</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>---</td>
<td>----------</td>
</tr>
<tr>
<td>Stains</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Any imperfections have been reported (chips, cracks, tears, pitts &amp; pealing)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>And are operating properly</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Toilet & All Parts (seat, tank, lid, bowl, base, caps, and plumbing) are free of:**

<table>
<thead>
<tr>
<th></th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair, debris, grunge &amp; dust</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Stains</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Odor</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Any imperfections have been reported (chips, cracks, scratches, pitting)</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>And are operating properly (parts secure)</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Hair Dryer, Filter and Cord are:**

<table>
<thead>
<tr>
<th></th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free of dust, debris, stains &amp; marks</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Free of imperfections (cracks, chips)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Operating properly</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Bath Linen is free of:**

<table>
<thead>
<tr>
<th></th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Stains</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Material imperfections (snags, pulls, war spots, frays)</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Bathroom Amenities & Tissues are:**

<table>
<thead>
<tr>
<th></th>
<th>#</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free of stains, dust &amp; debris</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Unused and fully stocked (tissues and toilet paper are no less than 1/4 full)</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Total Points**

<table>
<thead>
<tr>
<th>Total Points Available</th>
<th>1</th>
</tr>
</thead>
</table>

**Percentage**

<table>
<thead>
<tr>
<th>Total points received divided by total points available</th>
<th></th>
</tr>
</thead>
</table>
**Process Audit Form**

<table>
<thead>
<tr>
<th>Attendant:</th>
<th>Date &amp; Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Room Number:</td>
</tr>
</tbody>
</table>

### Process Sequence

1. Walk into room with garbage bag & bed linen. Place linen on sofa/chair.
2. Turn on all lights and open the curtains.
3. Collect all garbage in the room. Look under the bed, collecting any debris. Clean garbage containers.
4. Collect the following items (if dirty): ice bucket, coffeepot, coffee basket, and ashtrays. Dump ashtray contents in proper receptacle. Place all items in sink. Take all dirty glasses and mugs to your cart.
5. In the bathroom, shake shower curtain vigorously; strip the bath leaving one towel behind.
6. Strip bed, completely exposing its underside. Take all linens to cart.
7. Return to room with bucket, furniture polish and dusting rag. Place bucket by bathroom, and polisher and rag on the armoire nearest the door.

8. Make the Bed(s).

9. Clean dirty coffeepot, basket, and ice bucket with dishwashing liquid with the dispensing tool. Clean ashtrays by spraying glass cleaner and rinsing them. Dry all items and return to proper location.
10. Return to bathroom; wipe down all wall and doors using multi-purpose cleaner.
11. Spray bathroom cleaner on sink, vanity & fixtures. For stay-over guests, carefully move items to one side of the vanity.
12. Wipe mirrors.
### Process Sequence

<table>
<thead>
<tr>
<th>Step</th>
<th>Process Sequence</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>13. Spray bathroom cleaner (using foaming sprayer) into shower stall, completely covering all surfaces of the tub and inside of the curtain.</td>
</tr>
<tr>
<td></td>
<td>14. Flush toilet. Spray bathroom cleaner on all of the toilet surfaces.</td>
</tr>
<tr>
<td></td>
<td>15. Starting at the armoire nearest the front door, walking the room in a circle, and using a rag and furniture polish, dust the room. Check the status of the TV, remote, alarm clock, radio, lamps and telephone.</td>
</tr>
<tr>
<td>✔</td>
<td>16. Return to the bathroom. Scrub, rinse and dry the sink, vanity and fixtures. Clean and check the hair dryer. Clean towel bars. In stay-over rooms, carefully place guest items on a face cloth.</td>
</tr>
<tr>
<td></td>
<td>17. Scrub, rinse and dry the shower stall, tub and curtain.</td>
</tr>
<tr>
<td></td>
<td>18. Scrub, rinse and dry the toilet surfaces.</td>
</tr>
<tr>
<td></td>
<td>19. Return to cart and pick up bath linen. Restock the bathroom.</td>
</tr>
<tr>
<td></td>
<td>20. Return to the cart and pick up all the bathroom amenities, glasses, mugs, etc. Place them in their proper location in the bathroom.</td>
</tr>
<tr>
<td></td>
<td>21. Sweep &amp; clean the bathroom floor with multi-purpose cleaner.</td>
</tr>
<tr>
<td>✔</td>
<td>22. Clean the closet. Check over and clean the iron &amp; ironing board, luggage racks, hangers and safe.</td>
</tr>
<tr>
<td></td>
<td>23. Perform a visual inventory of bedroom &amp; closet amenities. Return to cart to pick up missing ones, as well as any needed glasses, mugs or coffee. Replace amenities walking the room in a circle.</td>
</tr>
<tr>
<td></td>
<td>24. Starting at the door, walk the room in a circle. Use two rags, furniture polish and glass cleaner to spot clean the walls, baseboards, mirrors, artwork and windows. Use the second rag to wipe windowsills and AC vents. Close the sheers.</td>
</tr>
<tr>
<td></td>
<td>25. Starting at the far end of the room, vacuum it, turning off all lights as you are walking out.</td>
</tr>
<tr>
<td>Step</td>
<td>Process Sequence</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>26.</td>
<td>For checkouts, key in the completed room status while vacuuming by the phone.</td>
</tr>
<tr>
<td>27.</td>
<td>Take one last look around to make sure lampshades are straight, bed covers hang properly, etc. Take a moment to enjoy the pride of a job well done!</td>
</tr>
<tr>
<td>28.</td>
<td>Securely close the entrance door.</td>
</tr>
</tbody>
</table>
Task: Resolving Maintenance Complaints

Effective Date: 01 / 08 / 2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL

To report and follow up with all the maintenance complaint in proper way to keep the product fit and fresh looks.

PROCEDURE

As soon as the room is given as departure, supervisor should check for any maintenance issues in the room and report it immediately to the desk coordinator. Desk coordinator should process the complaint in Espresso and inform engineering technician the same. While releasing the room make sure that all the complaints have been rectified. Ensure the area is cleaned properly before you change the status to 'inspected' in the system.

OCCUPIED ROOMS

Maintenance Complaints in occupied rooms to be reported to desk by the Room Attendant while cleaning the room. Desk to ensure that these complaints are passed to the engineering department through “ESPRESSO” system. And also to keep the respective supervisor informed about the complaint.

If a problem cannot be resolved within an hour, contact reception to keep the guest informed about the same.

Once engineering rectify the problem, make sure that area is cleaned properly.

GUEST COMPLAINT

If any guest reports maintenance issue, apologizes are to be made to the guest and inform engineering department immediately and log the complaint in the star guest response and follow through.

Technician has to attend this complaint immediately with knowledge of the complaint, supplies and tools.

Ensure that the room door is kept closed when servicing and a maintenance door knob is hung outside the door.

If a problem cannot be resolved within an hour, the reception to be contacted for a room move.

Once the complaint is resolved, that area is to be cleaned thoroughly.
Thank the guest & check for guest satisfaction
If there is a DND sign on the door then a technical request card is slipped under the door.

**Vacant Inspected Room**
If any maintenance issues noticed in a Vacant Inspected room. They must be reported immediately and ensure that the status of the room is changed as dirty In Opera System.

Desk coordinator has to report it to engineering and log the complaint in the star guest response and follow through.
Once the issue has been resolved, the area must be cleaned thoroughly before releasing the room in the system. And also close the complaint in the star guest response system.
Task: General Responsibilities Of Floor Supervisor – Evening  
Effective Date: 01 / 08 / 2012  
SOP Author: Nancy and Ghada  
SOP Owner: Madinah Hotel  
SOP Approver: Sam Saker

GOAL

To Know the about the Jobs and responsibilities of the floor supervisor

PROCEDURE

The duties of evening shift supervisor are as follows.  
Checking the logbook & follow up book for handovers given by morning shift.  
Conduct briefing for evening shift room attendants. The points for briefing will be mentioned in the department briefing book, daily fact sheet, and function sheet.  
Allocate the turn down service room for the morning & evening shift room attendants.  
Make sure that all departures have been cleared by morning shift. Half an hour before the morning shift duty finishes the evening shift supervisor will contact the morning supervisor to ask the question why the rooms are in a vacant dirty status. The evening supervisor then follows up with the front desk regarding the departure timings of the rooms that have not yet checked out.  
Take proper handover from morning shifts.  
Any late service requests to be done at the requested time.  
Follow up with the DND rooms.  
Checking turn down service of all VIP room.  
Make sure that turn down service is given to all rooms between 18:00 hours and 21:00 hours.  
Attending guest requests like baby cot, extra bed etc.  
Clearing all check out before handing over to night shift.  
Any situation or guest complaints to be informed to the late duty manager immediately and raise a CFF.  
Follow up any extra work which is given by head housekeeper.
GOAL

To Know the about the Jobs and responsibilities of the floor supervisor

PROCEDURE

Night supervisor checks rest rooms lights, walls, doors, toilets, sink, mirrors, bins, floor, to make sure all the equipment is in good working condition, and clean, all guest supplies are replenished.
Check all the furniture; make sure that sofa is clean and properly arranged. Carpet/ rugs neatly vacuumed, shampooed. All glass doors and glasses are clean and spotless.
Elevator, doorframes and all other brass and chrome surfaces should be shining.
Make sure all the lamps / shoeshine machine is in good working condition.
Make sure plants are in good healthy condition, flowers to be changed as required.
Restaurant carpet should be vacuumed, shampooed properly. Glass, window framed cleaned properly.
Arrange curtain, draper in proper way.
Make sure all the back area corridor lift / locker rooms are clean neat, and tidy.
Make sure lobby lift area, all ashtrays are cleaned and polished check the flower vase.
Clearing departure rooms and cleaning occupied rooms as per request. (For checking rooms (refer floor supervisor sop)
GOAL
To have a proper Coordination with internal & external customers.

PROCEDURE
To answer the call within 3 rings
Greet all callers in a warm courteous manner with a smile “Good morning/afternoon/evening housekeeping, This XYZ, at your service?
Take time to listen, never rush and response to the callers
All guest requests must be logged with time of receipt of the request and time of clearance in message register.
Offer assistance and listen attentively.
Contact other departments on guest’s behalf. No guest should be told to call other department.
Speak slowly and clearly summaries requirement, check accuracy.
Inform guest of your next action and inform him how long it will take.
If any delay, inform the guest and remain in touch till the situation is resolved satisfactorily.
For guest request items.
All guest requests have to be logged in the message register. And also to register through Star Guest Response (SGR)
Inform the respective floor Supervisor and convey the message immediately.
All guest requests have to be attended within 10 minutes
Contact other department if necessary and follow up.
Call the guest and ask if their request has been attended.
If the item requested by guest is not available apologize to the guest and give an alternative.
Other Responsibilities
Lost and found procedures & Baby sitting service
Print discrepancy report at 9:00 and 15:00 hrs.
Preparing occupancy report. Ordering stores Filing of all important documents
If any valuables left inside the safe & safe open, inform the duty security and duty manager.

Any valuables left outside like mobiles, watches, camera, laptop, will be logged into the security messages sheet and it will be handed it over to Duty Security officer at the end of the shift, and the reference copy will be in the housekeeping office
Task : Desk Coordinator - Opening Of Shift
Effective Date : 01 / 08 / 2012
SOP Author : Nancy and Ghada
SOP Owner : Madinah Hotel
SOP Approver : Sam Saker

GOAL

To Know the about the Jobs and responsibilities of the Desk coordinator

PROCEDURE

To take department keys from security in the morning at 7AM.
Open the housekeeping office and take back Ext. 7 (Forwarded to the operator the previous night)To cancel the forwarded extension, press cancel fwd button two times
Check the systems whether the system has been updated, so that we can use the system.
Print two sets of Housekeeping task sheet for morning report (refer index....)
While the report is being printed check the log books for any follow up.
Print Arrivals, Departures, Out of order, Out of service, Trace, VIP reports.
Give out the keys to the Room Attendant and maintain proper records for the same.
Print discrepancy report at 09:00, if there is overnight discrepancy inform the floor supervisor to check it, if there is no discrepancy print with 0 discrepancy and sent one copy to accounts, Front office and one copy to be filed in Housekeeping.
GOAL

Strictly follow the safety regulation of the hotel while handling the keys

PROCEDURE

The main housekeeping had to collected from the security office by the person who is opening the shift (This bunch contain keys like HK office key, lost & found room key, lost & found cupboard key, locker key, HK key cabinets etc)

Keys must be kept in a secure locked key box

The persons to whom the keys are given have to sign in for the keys and also to sign out for the keys when returning the keys.

Daily audit of keys must be completed

Housekeeping should not open any rooms for the guest/other department staff.

If any key is not working, key request form has to be filled, Exe. Housekeeper has to sign and then to be given to the engineering department.

In room with energy conservation units the master key should not be used but use another plastic card.

Sign in & out record sheet should be maintained by the desk coordinator.
**Task**  : Flowers Orders

**Effective Date**  : 01 / 08 / 2012

**SOP Author**  : Nancy and Ghada

**SOP Owner**  : Madinah Hotel

**SOP Approver**  : Sam Saker

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**GOAL**

To handle Flower requests promptly and efficiently

**PROCEDURE**

Flower shop is located in the basement of the Main building Basement level.
Flower shop opens at 8am and closes at 8pm
Any flower request has to be given to the housekeeping desk, on flower request form.
After the order is taken by the desk coordinator, it is passed on to the florist.
For a complimentary bouquet, complimentary form has to be filled and signed by the manager.
Each dept. / outlet gets charged for the flowers at cost price.
Flower shop does not keep a stock of all types of flower, so if there is any special flower requests, it has to be given well in advance.
GOAL

Accurate charges to be done while an item has been sold from housekeeping by adhering the following procedures.

PROCEDURE

All flower orders, bathrobes, towels etc. which are sold to the guests, has to be billed by arising miscellaneous slip.

Miscellaneous bill has to be made manually (copy available in housekeeping office on the clipboard along with the miscellaneous control list)

Details like date, room number/name, type of bouquet and amount has to be entered on the control sheet.

The guest signature has to be taken on that and then the bill is taken to the front desk cashier who charges it to the guest account and gives credit to the housekeeping department. And a copy of miscellaneous should be filed for the future reference.

If the guest is paying by cash, collect the cash and take it to the front desk cashier and the same procedure is repeated.

In case of cancellation, all the copies of miscellaneous sign by the housekeeping manager to be submitted to the accounts.
Task: Baby Sitting Service

Effective Date: 01 / 08 / 2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL

Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied in Baby sitting service

PROCEDURE

Housekeeping is responsible for arranging baby sitter.
24 hours notice needs to be given for arranging baby-sitting. Any other requests are subject to availability.
Baby sitting request forms are available on the clipboard hanging on the wall in Housekeeping office.
When the guest calls to book a baby sitter open the baby sitting file in the computer and type the date when the baby sitting is required, room number, name of the guest and baby sitting timings.
Ask the guest how old the child is and how many children are there to baby sat. (If there is more than one child we have to arrange two baby sitters)

Inform the guest about the baby-sitting charges
i.e. 50/- dirham per hour with a minimum of three hours,
After midnight Dhs.60/- per hour

When we informing the baby sitting charges to guest, we should mention to the guest that the charges will be posted to their room bill directly on completion of the service
Only female staffs that have completed fire training and baby sitting procedure training can do the baby sitting.
If the baby sitting is confirmed, fill up the baby sitting form (available in HK office in the cupboard)
Baby sitter names are available in the telephone diary (kept in housekeeping office)
Call the baby sitter from the numbers available in the diary and arrange whoever is available.
If the baby sitting is confirmed, inform the guest.
If guest is not available leave a message at the reception saying that the baby sitting is confirmed

Babysitter / Housekeeping desk coordinator has to inform the reception after completing the babysitting service, in order to post the charges to guest room account (folio)

Reception associates will charge the guest room account based on the Baby Sitting Service Form under the new opera code of “Babysitting Charges”
On bi weekly basis Housekeeping administrator will submit the summary of payment by babysitters @ the rate of AED 40 per hours (before midnight) and AED 50 per hours after midnight (a sample format will be forwarded to housekeeping administrator by the Income Auditor).
Income Auditor / DDOF will review this statement and forward to General Cashier for disbursement
If the guest calls at the last moment for a baby sitter, inform the guest that it is a very short notice but we will try our best to arrange one for them.

Apologize to the guest if we are not successful in arranging a baby sitter and ask the guest if they will be requiring a baby sitter the next day, so that we can arrange well in advance.

Fill in the name of the guest, room number, and name of the baby sitter, date baby sitting required, from what time and baby sitting charges.

Baby sitter has to report to Housekeeping office 15 minutes in advance.

Baby sitter has to collect the form from the Housekeeping office and has to wear child minder T-shirt (which is available in Uniform Room) before commencing the baby sitting.

Desk coordinator has to keep telephone operator informed about the baby sitting for safety reason in case of fire emergency.

Inform the baby sitter to hand over the form to the guest before commencing the baby sitting, for the guest to read and sign.

The baby sitter has to ask the guest where they will be while she is doing the baby sitting (incase of emergency)

Desk Coordinator have to follow up on the timings and baby sittings who have booked, incase if there is anyone delayed Desk Coordinator has to call the guest 10 minutes before apologize to the guest ask the guest if they want to wait for the same baby sitter if not arrange an other baby sitter who is available.

The baby sitter has to collect the money from the reception after finishing the baby sitting if it is not paid by the guest and return the original form to the housekeeping office.
<table>
<thead>
<tr>
<th>Task</th>
<th>Lost &amp; Found Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date</td>
<td>01 / 08 / 2012</td>
</tr>
<tr>
<td>SOP Author</td>
<td>Nancy and Ghada</td>
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<td>Madinah Hotel</td>
</tr>
<tr>
<td>SOP Approver</td>
<td>Sam Saker</td>
</tr>
</tbody>
</table>

**GOAL**

Items left behind by guest to be handled with care and to be returned to them in perfect condition.

**PROCEDURE**

The Housekeeping Department is solely responsible for all lost & found items, under the supervision of the Executive Housekeeper. Any item left behind by the guest at any part of the hotel is “lost & found”. Items found in other departments by Non-Housekeeping staff have to be reported to Duty Manager and Duty Security officer and handed over to Housekeeping Lost & Found section immediately, stating the name of finder description of the item, date, time and the area where item is found. All Lost & Found items will be bagged, tagged, and logged into the Lost & Found logbook immediately by the Housekeeping desk or designated person in-charge of lost & found. All items are to be stored in a secure place by sequence of numbers and dates whereby retrieval is quick and easy. All valuable items (e.g. Jewellery, cash, etc) will be secured in a safe deposit box. The key will be kept secure in a key box in the Executive Housekeeper’s office. Access to this will only be given to designated associate from Housekeeping department.

**Liquor Bottles**

Liquor bottles sealed are recorded in the liquor register and handed over to the beverage stores. Open bottles are disposed in presence of security and recorded in the liquor register. Lost & found inquiry forms are kept on the clipboard on the wall in Housekeeping office. If any guest calls to inquire about lost & found, pick up the clipboard with lost & found inquiry forms. At this point do not inform the guest whether the item
is found or not, just fill the inquiry form and inform the guest that we will get back to him/her.
Write the current date, name of the guest, duration of their stay, area item is lost, description of item, telephone and fax number.
After the guest has disconnected the call, open the lost & found register and check as per their duration of stay if any item has been registered. If it is not registered inform the Head Housekeeper/ Supervisor to check with the respective room attendant who had cleaned that room/area.
In case of a local call and if the item is found/not found, call and inform the guest.
Inform duty manage and duty security about the lost & found enquiry.
In case of an international call and if the item is not found, we have to call and inform the guest it is not found.
In case the item is found get the address and credit card details of the guest in order to process for shipping the item.
If the TNT charges are less than 50 Dirham, we can send the items to the guest free of charge
Once we have received all the details from the guest prepare the items for shipping
We have an account with TNT – (Check with Desk Coordinator/Administrator)
Call TNT on 8004333, give the account number, country the parcel to be sent, weight of the parcel and ask them how much it will cost.
Charge the amount on the guest credit card by raising miscellaneous voucher and keep a copy of the charges (to be sent later on with the parcel)
Fill up the TNT airway bill or online booking by writing the name of sender, delivery address, contact person, contact number, description of contents, declared value for custom (put approx. amount)
Prepare a Performa invoice (write what is inside the parcel, address, where it is going and approx. amount of the item.
Call the TNT and arrange for the parcel to be picked up.
All the food and beverage items found are to be internally disposed off by the housekeeping and witnessed by the security officer on duty.
After three months from the date of items found, Executive Housekeeper will fill out the form attached herewith and then forward it to the Director of Security & Safety. The Director of Security and Safety or his nominee will surrender the items and the forms at the Dubai Police office. The copy of the receipt will be kept at the Housekeeping and security office for record and future reference.
Under no circumstances, the items any more be handed over to the finder.
In accordance with the Federal penalties law, handing over a found item to the finder is considered a crime.
All Guest inquiries after the items handed over to Dubai Police, refer them to Jebel Ali Police Station on phone number 00971 4 8816111.
GOAL

Purchase right items on required time by the following the procedure

PROCEDURE / Fidelio and Opera

Go to Madinah Hotel – Rajhi Home page and click on Ace financials
Type User name , type Password
Click in Procurement
Move the cursor to Transaction Entry, keep the cursor on Purchase Requisition
To make a new Purchase Requisition press create , Type the date, delivery
date, validity date, pay type whether credit/cash/direct, credit date, Type the
supplier code number, name of the company,
In the detail column type in brief what is being ordered and enter.
To insert item description which need to be order click “insert”
Type the location as HK and enter.
Type the code for the item being ordered and enter.
Type the proper description of the item and enter.
Put the unit whether it is number, packets, boxes etc and enter.
Type the quantity required, enter, type unit price, enter, type discount if any
and enter again.
If there is some more items to order follow the same above procedure.
Enter these purchase requests in a purchase request register for further
follow-up’s
<table>
<thead>
<tr>
<th>Task</th>
<th>Store Requisition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date</td>
<td>01 / 08 / 2012</td>
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<tr>
<td>SOP Author</td>
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</table>

**GOAL**

Raise the store requisition as per requirement

**PROCEDURE**

The Supervisor/Head housekeeper from Main/Club/Tower and public area has to check their respective store and order the items by filling store requisition forms available in housekeeping office.

Store order forms have to be given to the Desk coordinator/administrator every week by Saturday.

After taking the signature of the Executive Housekeeper these requisitions has to be given to the storekeeper every week by Sunday.
Task: How To Use Opera PMS

Effective Date: 01 / 08 / 2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL

To know accurate status of the rooms & to know how to use opera PMS

PROCEDURE

Switch on the computer.
Wait for the screen to come alive.
When Novell login comes on the screen keep the user name as Hkeeping1987 and type the password as Hotel1 and enter.
From the Desktop double click Madinah Hotel – Rajhi OPERA PMS and then double click Hotel Opera Edition (PMS)
Enter your ID and your password.
Housekeeping uses only Room Management and Miscellaneous options from the Hotel Opera Edition (PMS)
To check vacant dirty rooms, go to Room Management, click Housekeeping, click Housekeeping Management, click dirty vacant.
To check clean vacant rooms, go to Room Management, click Housekeeping, click Housekeeping Management, and click clean vacant. (Dirty vacant room list can be printed by clicking reports, click preview and print.)
To clean a dirty room in the system, go to Room Management, click Housekeeping, click Housekeeping Management, and enter the room number click clean. (Clean vacant rooms can be printed by clicking reports, click preview and print.)
To check out of order / out of service room, go to Room Management; click Out of Order / Out of Service. (Out of order/out of service rooms can be printed by clicking reports, click preview and print.)
To check queue rooms go to housekeeping; click housekeeping management; click queue rooms.
To put a Discrepancy go to Room Management, click Housekeeping, click Room Discrepancies, enter the room number, go to room status and change the
status of the room. (Discrepancy rooms can be printed by clicking reports, click preview and print.)
To put a room Out of order/Out of service, go to Room Management, click Out of order /out of service, click NEW, and click room number, put from date. Through date, status, return status and reason for out of order or out of service.
Press ctrl F7, write the room number and enter and click reservations.
To check arrivals go to Room Management, click Housekeeping, click Housekeeping Management, click clear all, click advanced, click arrivals.
To print any report for housekeeping go to the miscellaneous click reports, click Housekeeping.

F1 OPERA HELP
F3 ROOM SEARCH
F5 RATE QUERY
F7 NEW RESERVATION
SHIFT F1 OCCUPANCY GRAPH
SHIFT F2 CONTROL PANEL
SHIFT F3 HOME STATUS
SHIFT F5 FLOOR PLAN
SHIFT F7 PHONE BOOK
SHIFT F8 IFC MENU
CTRL F1 OPERA HELP
CTRL F3 ROOM PLAN
CTRL F4 DASH BOARD
CTRL F7 OPERATOR
CTRL F8 MAXIMUM AVAILABILITY
GOAL
Regulation Prescribed by the hotel

PROCEDURE

Sign in & out for the guest room keys given to you. Do not hand over keys to any one. Do not open the doors for any one including guests. In the event of any guest requesting for the door to be opened for them, politely inform the guest that you are not allowed to do that for security reasons. If the guest insists, inform your supervisor immediately. Never leave a guest room door open & leave the room. Report any valuable items or money in occupied rooms immediately to the housekeeping desk that in turn will inform the duty manager and duty security. Report safe deposit box found open in occupied rooms. Report any occupied room main door found open. Room Attendant must keep the door closed whilst cleaning. Room Attendant must keep their keys on their person at all times. Room Attendant must keep the guest & room details sheet on their person at all times. If for any reason the room attendant needs to leave the room, the guest room door must be closed, regardless of whether the room is occupied or vacant. Should an individual request entry to their/a guest room, the room attendant must tactfully refer the individual to the front desk where registration status can be verified. At no time is Room Attendant permitted to open a door for a guest, fellow associate, or other person. Both guests and associates must use their registered key-card. Room Attendant must keep the pantry door closed at all times. Before leaving Room Attendants should check security equipment to see that it is functioning properly (as applicable to local hotel procedures.) Dead bolt on corridor door and connecting room door. Check Security bar (safety chain) on guest room door. Window opening restricted to 100mm Windows to limit access from outside the room, where Windows may be opened. In-room safe, secure and with no evidence of tampering. Bedroom door to corridor self-closing. Check the room’s furnishings for signs of wear & tear.
Task : Handling Chemical
Effective Date : 01 / 08 / 2012
SOP Author : Nancy and Ghada
SOP Owner : Madinah Hotel
SOP Approver : Sam Saker

GOAL

To the know how to use chemical in proper way.

PROCEDURE

Chemicals and cleaning agents should be used only according to the instructions and specifications (MSDS) given by the company.
Always wear gloves while using strong cleaning agents.
While spraying chemicals make sure that only the area, which has to be cleaned, is sprayed.
While cleaning occupied rooms, make sure that guest articles etc are not damaged in any way.
Do not mix two or more cleaning solutions.
Each solution meant for cleaning a particular surface must be used only for that purpose.
After cleaning, it should be made sure that the entire solution is washed off or wiped from the surface.
Never use any chemical for which you have not been trained.
Use only the bottles or containers which are meant for that particular product, the label should be clear and visible.
Containers of cleaning chemicals should never be left lying around anywhere; their place is in the caddie.
Task : Room & Bathroom Amenities Set Up
Effective Date: 01 / 08 / 2012
SOP Author: Nancy and Ghada
SOP Owner: Madinah Hotel
SOP Approver: Sam Saker

GOAL

To have the best room and bathroom amenities in the guest room

PROCEDURE

**DELUXE ROOM (main building)**

**In the room (Wardrobe)**

- 12 coat hangers
- 6 clip hangers
- 4 satin hangers
- 1 Tie hanger
- 1 Shoe basket with 1 shoe shine paper, 2 shoe bags (shoe horn to be hung to the hook inside the wardrobe)
- And one shoe mitt placed on top of the shoe bags
- 2 Pair bathroom slippers.
- 2 Laundry bags.
- 2 Laundry slips & Folder (to Be hang on the clip hanger)
- 1 Mini & 1 Micro Shopping bag should be kept behind the shoe basket.
- 1 Coat brush
- 1 Suit bag
- 1 Extra pillow & blanket in a bag (2 blankets in twin rooms)
- 1 Luggage rack to be kept inside the wardrobe
- 1 Iron & Iron board
- 1 Bath Robe With Hand Tag

**Writing desk / dressing desk**

- 1 Ashtray (except in non smoking rooms)
- 1 Flavours
- Service Directory Folder
Stationary folder consisting
2 A 4 sheets
4 Envelops
Drive me card
1 Service directory
1 Health and Safety Manual
Where you will be
Input
LM 100 note card
1 Pen
1 Hair dryer packed bag (inside the drawer close to power socket)

In Armoire
Remote Control TV & DVD
Safe notice card inside the safe box.

Refreshment center tray consisting of
1 Ice bucket with ice tongs
2 Wine glasses
2 Rock glasses
2 High Ball glasses
2 Cocktail Stirrers
1 Bottle opener
1 Refreshment center List
6 coasters
6 glass covers
One luggage rack should be kept next to the TV armoire.

Tea coffee amenity tray consist of
1kettle.
2 cups and 2 saucers
2 spoons
6 rainbow milk
2 cookies (1 butter & Chocó chip)
2 Nescafe classic
2Decafe
2nescafe
4 English breakfast tea bags
1 pepper mint
1 early grey
1 cammolie
1 jasmine
6 sugar sachets
2 sweet n low
On bed side the telephone table
1 note pad in leather holder
1 Telephone pricing list
1 pen.
Make a green choices – door Hanger
1 bottle of complimentary mineral water with complimentary tag and 1 high ball glass on the coaster.
1 local yellow pages (inside the drawer)

Bedside table
1 Ashtray (Except non–smoking rooms)
1 tissue box with leather holder.
1 complimentary mineral water with complimentary water tag and 1 high ball glass on the coaster.
1 Concierge Magazine and 1 Time Out & 1 Arabian Business Magazine

BATH ROOM
3 Bath sheets
2 Hand towels
2 Face towels
2 Bidet towels
1 Bath mat
1 Bath rug
1 Bath robe on satin hanger with a bathrobe hang tag

Wash Basin
30 gm soap in soap dish
1 Water bottle with a complimentary tag
2 Bathroom tumblers on coaster
1 Bud Vase with flower

Amenity tray consist of
2 face towels
1 Bath gel
1 Body Lotion
1 Shampoo
1 conditioner

Near Bath Tub
1 60 gm soap in soap dish
1 Shampoo
1 Bath gel
1 Body lotion
1 Conditioner
Bath menu On the vanity counter
On vanity counter (above w/c)
  30 gm soap (in soap dish)
  2 Toilet rolls
  Ash Tray (only smoking rooms)

Plastic Amenity Box contains (Big)
  2 Combs
  1 Sanitary bag
  1 sewing kit

Plastic Amenity Box contains (Small)
  1 Shower cap
  4 Cotton buds
  1 Cotton pads
  2 Nail files
  Weighing scale (corner of the bathroom floor)
  Shaving mirror should be kept on magnifying mirror side.

**Suite Room (main building)**

**IN LIVING ROOMS**
On entrance table
  1 Concierge Magazine and 1 Time Out & 1 Arabian Business Magazine

**WRITING Table**

  1 I pod Docking station
  1 Flavours
  Service directory

Stationary holder consisting
  2 A4 sheets
  4 Envelops.
  1 Note Pad
  Drive me card
  1 Service directory
  1 Health and Safety Manual
  Where you will be
  Lm 100 note pad
  Input
  1 Pen
On side table  (round)  
1 ashtray (Except non-smoking rooms)

In TV Armor  
remote control  
Safe notice inside the safe box  
luggage rack kept near the wardrobe  
Refreshment center tray consisting of  
1 Ice bucket with ice tongs  
2 Wine glasses  
2 Rock glasses  
2 beer glasses  
2 Cocktail Stirrers  
1 Bottle opener  
1 Refreshment center Bar List  
6 coasters  
6 glass covers

Tea coffee amenity tray consist of  
1 kettle.  
2 cups and 2 saucers  
2 spoons  
6 rainbow milk  
2 cookies ( 1 Butter & 1 Choco Chip )  
4 Nescafe classic  
Decafe  
2nescafe  
4 English breakfast tea bags  
1 pepper mint  
1 early grey  
1 camomolie  
1 jasmine  
6 sugar sachets  
2 sweet n low

Al Ka-Aba sign (Mecca direction) sticker above entrance table on the ceiling

BED ROOM

Wardrobe  (left)  
6 coat hangers  
3 clip hangers  
2 satin hangers  
1 tie hanger  
1 shoe basket with, shoehorn (to be hung to the hook) 2 shoe bags and 1 shoe mitt on top of the shoe bags
2 pair of bathroom slippers.
1 laundry bag holder.
2 laundry bags.
2 laundry slips & folder (to be hanged on the clip hanger).
1 Mini & 1 Micro shopping bag.
1 coat brush.
1 suite cover
1Room Tariff card in acrylic holder
1 Bathrobe with Hang Tag.

Wardrobe (Right)
6 coat hangers
3 clip hangers
2 satin hangers
1 pillow and blanket in a bag (2blankets in twin rooms)
1 luggage rack
1 Iron Board & Iron

On coffee table
1 Ash tray (except Non-Smoking rooms)

Dressing table
1 Hair dryer (inside the drawer)

Bedside table (Telephone side)
note pad in leather holders
Telephone pricing list
pen
Make a green choices – door Hanger
local yellow pages book inside the drawer
Bottle of complimentary mineral water with complimentary tag and 1 high ball glass on the coaster.

Bedside table (right)
Ashtray (Except non –smoking rooms)
tissue box with leather holder
Bottle of complimentary mineral water with complimentary tag and 1 high ball glass on the coaster.

Bath room
4 bath sheets
2 hand towels
3 face towels
1 bath rug
2 bath mats
2 bidet towels
1 bath robe on satin hanger with bathrobe tag should be kept inside the pocket

On wash basin
1 Glass Amenity Tray.
2 Body Lotion (Cinq MOndes)
25gm soap
2 bottles of mineral water with complimentary tag
2 bathroom tumblers on the coasters.
Tissue box with holder
1 bud vase with flower
1 ash tray above w/c counter (except non-smoking rooms)

Plastic Amenity box contains (above w/c counter)
1 hygiene bag
1 sewing kit
2 combs
1 dental kit
1 shaving kit

Plastic Amenity box (small)
1 shower cap
4 cotton bud
1 cotton pad
2 Nail files

In Shower room
1 shampooing shampoo 40ml
1 Hair conditioner 40ml
1 Shower Gel 40ml
2 Herb Scrub

On Bath Tub
1 bath mat
1 shampooing shampoo
1 Hair conditioner
1 shampoo
1 Soap
1 Bath menu on bathtub counter

On Bath towel rack
3 bath towels
Tower STD Room

In the room (Wardrobe)
- 12 coat hangers
- 6 clip hangers
- 4 satin hangers
- 1 tie hanger
- 1 shoe basket with, 1 shoe shine paper, 2 shoe bags. (shoe horn to be hung to the hook)
- with 1 shoe mitt on top of the shoe bag
- 1 shoehorn, hanged on the hook.
- 2 pair of bathroom slippers.
- Laundry bag holder consisting of,
  - 1 coat brush.
  - 2 laundry bags.
  - 2 laundry folder & List (to hanged on the laundry slips)
  - 1 extra pillow with blanket in a bag (2 blanket in twin room)
  - 1 suit cover
  - 1 Luggage rack
  - 1 Mini & 1 Micro Shopping bag should be kept behind the shoe basket
  - 1 Iron & Iron board
  - 1 Bath Robe with Hang tag (to be placed on the satin hanger)

In Armor
Refreshment center tray consisting of
- 1 Ice bucket with ice tongs
- 2 Wine glasses
- 2 Rock glasses
- 2 Beer glasses
- 2 Cocktail Stirrers
- 1 Bottle opener
- 1 Refreshment center List
- 6 coasters
- 6 glass covers

Writing Table
- Flavor
- Service directory

Stationary holder consisting-
- 2 A 4 sheets
- 4 Envelope
- Drive me card
- 1 Health and Safety Manual
- Lm 100 note card
- Input
1 Pen
Where you will be

One ashtray  (Except in non smoking rooms)

Inside the Coffee table.
1 Concierge, 1 Time out , 1 Arabian Business, 1 Discovery Dubai

Bed side telephone table
1 l water bottle with complimentary tag and 1 high bass glass on the coaster
1 l yellow pages book inside the drawer
1 leather folder consisting,
1 note pad
1 Telephone pricing list
1 pen.
Make a green choices – door Hanger
1 tissue box in leather holder.

Bed side table
One ashtray (Except in non smoking rooms
1 l water bottle with complimentary tag and 1 high bass glass on the coaster

On dressing Table
1 Hair dryer inside the drawer towards entrance
1 l pod Docking station
Fruit Tray

Tea coffee amenity tray consist of
1 kettle.
1 tea pot
2 cups and 2 saucers
2 spoons
6 rainbow milk
2 cookies ( 1 Butter & 1 Chocó Chip )
2 Nescafe classic
2 Decafe
4 English breakfast tea bags
1 pepper mint
1 early grey
1 cammolie
1 jasmine
6 sugar sachet

Bath room
4 bath sheets
2 hand towels
3 face towels
1 bath rug
2 bath mats
2 bidet towels
1 bath robe on satin hanger (with bathrobe hang tag)

**Supplies**

**On wash basin**
1 30gm soaps
2 Body Lotion (Hermes 40ml)
2 mouth wash
1 ash tray (except non-smoking rooms)

**Plastic Amenity box contains (Big)**
1 hygiene bag
1 sewing kit
1 Dental kit.
1 shaving kit
1 plastic amenity box with
1 shower cap
4 cotton bud.
1 cotton pad.
2 Nail files
1 Bottle of mineral water with complimentary tag
2 bathroom tumblers on the coasters
Tissue box with holder
Bud vase with flower

**In Shower room**
1 shampooing shampoo 40ml
1 Shower gel . 40ml
hair conditioner 40ml

**Near W/C**
1 30 gm soap
2 Toilet roll

**On Bath tub**
30 gm soap
1 bath menu
TOWER SUITES ROOM

IN LIVING ROOM
On coffee table
1 Ash tray (Except non –smoking rooms)

On Writing table
1 Flavours
Service directory consists of
2 A 4 sheets
4 Envelops.
Drive me card
Input
LM 100 note card
1 Service directory
1 Health and Safety Manual
1 Pen
Where you will be
Tissue box with leather holder

TV Armor
remote control
1 DVD remote

Refreshment center tray consisting of
1 Ice bucket with ice tongs
2 Wine glasses
2 beer glasses
2 High Ball glasses
2 Cocktail Stirrers
1 Bottle opener
1 Refreshment center List
6 coasters
6 glass covers

Magazines on the entrance table
Time out
Concierge
Discovery Dubai
Arabian Business

In entrance toilet
On wash basin counter
2 Hand towels
2 Face towels
1 30gms soap
2 Body lotion

Madinah Hotel – Rajhi / HOUSEKEEPING SOP / ISSUE 2012
Near W/C
   2 Bidet towels
   25gms Hermes soap
   2 Toilet Rolls
   1 Hygiene Bag

IN KITCHEN AREA
   1 Kettle
   2 mineral water bottles inside the fridge

IN BED ROOM
On bed side table
   1 Ash (Except non –smoking rooms)
   1 Mineral water bottle with complimentary tag and 1 high ball glass on the coaster.
   One luggage rack to kept next to the table

On bed side table (telephone side)
   1 Note pad in leather holders
   1 Telephone pricing list
   1 Pen
   1 tissue box with leather holder
   1 local yellow pages book inside the drawer
   1 mineral water bottle with complimentary tag and 1 high ball glass on the coaster.

In TV Armor
   2 remote control TV & DVD

In DRESSING TABLE
   Hair dryer in dressing table drawer
   1 I pod Docking station
In wardrobe (1)
   1 Blanket, 1 pillow in bag
   1 Shoe basket
   1 shoe shine paper
   2 shoe bags
   1 shoe mitt on top of the shoe bags
   1 shoe horn (to be hung to the hook)
   1 coat brush in laundry bag holder
   2 pairs of slipper
   1 Suit cover (to open hung to the hook inside the wardrobe)
   Room tariff card in holder
   2 laundry bags in holder
   2 laundry folder and list (to be hang on the hangers)
   1 Mini & 1 Micro shopping bag should be kept behind the shoe basket
6 coat hangers
4 clip hangers
2 satin hanger
1 tie hanger

In wardrobe (2)
6 coat hangers
3 clip hangers
2 satin hangers
1 extra pillow and blanket in a bag
1 Luggage rack
1 Iron & Iron Board
1 Bathrobe with hang tag (With satin hanger)

Bath room

On wash basin
1 Magnifying mirror
2 mineral water bottles with complimentary tag
2 body lotion in glass tray
1 Tissue Box in holder
30 gm soap in soap dish
2 bathroom tumblers on coaster
2 mouth wash

In Amenity Box
1 shower cap
2 Nail file
1 cotton pad
1 hygiene bag
4 cotton bud
1 sewing kit
1 Dental kit.
1 Shaving kit

On Tub
1 Soap
1 Hair conditioner 40ml
1 Shampooing shampoo 40ml
1 foam bath 40ml
1 bath menu on bath tub counter
Near WC
   30 gm soap
   2 Toilet roll

In Shower room
   1 shampooing shampoo 40ml
   1 Foam bath. 40ml
   1 Hair conditioner 40ml
   2 Herb Scrub
   4 Bath sheets
   4 Hand towels
   3 Face towels
   1 Bath rug
   1 Bath mat
   2 Bidet towels
   1 Bath robe on satin hanger (with bathrobe tag )

ROYAL SUITE ROOM
IN BED ROOM
On bed side table
   1 Ash tray with matches (Except non –smoking rooms)

On bed side table (telephone side)
   1 Note pad holders
   1 note pad
   1 telephone pricing list
   1Pen
   Make a green choices – door Hanger
   1 Tissue box with leather holder
   Hair dryer in dressing table drawer
   1 local yellow pages book inside the drawer

In TV armor
   1DVD tent card
   Remote holder with TV channel list
   Safe notice inside the safe box

In luggage room (1)
In wardrobe (1)
   1Blanket, 1 pillow in bag
   1 Shoe basket
   1 Shoe shine paper
   2 Shoe bags
   1 Shoe horn (to be hung to the hook)
   1 Shoe mitt on top of the shoe bags
   2 Pairs of slipper
Room tariff card in holder 2 Laundry bags in holder
2 Laundry Folder and list (to be hanged in the clip hanger)
1 coat brush in the laundry bag holder
1 Mini & 1 Micro Shopping bag should be kept behind the shoe basket
6 Coat hangers
3 Clip hangers
4 Satin hangers
1 Tie hanger

In wardrobe (2)
6 Coat hangers
3 Clip hangers
1 Tie hanger

In Luggage room (2)
In wardrobe (1)
6 Coat hangers
3 Clip hangers
2 Satin hanger
Bath robe with bath robe tag

In wardrobe (2)
6 Coat hangers
3 Clip hangers
1 Satin hanger
1 Tie hanger

IN BATHROOM

On wash basin
2 Mineral water bottle with complimentary tag
2 Tissue box in a holder
2 25gm Hermes soaps
2 Face towels
4 Hand towels
2 mouth wash

Amenity Box contains
2 Dental kit
2 Shaving kit
1 Sewing kit
1 Cotton pad
1 Shower cap
1 Hygiene bag
1 Cotton tip
4 Nail files
1 25gms soap
1 100ml Hermes spray (cologne)
1 100gm Hermes soap

Near W.C
2 Toilet rolls
1 25gm soap
2 Bidet towels

Shower room
1 All over shampoo 40ml
1 Hair Conditioner 40ml
1 Shampooing shampoo 40ml
125gms soap
1 face towel

On Tub
4 Bath sheets
1 Bath mat
1 Face towel
2 Body lotion
1 Shampooing shampoo 40ml
1 Hair conditioner 40ml
1 100 gm soap
2 Bathrobe in satin hanger with bath robe

IN LIVING ROOM
On writing table
1 LM INFO & SERVICE DIRECTORY
Stationery folder consist of
2 A 4 sheets
4 Envelops.
Drive me card
1 Service directory
1 Health and Safety Manual
Lm 100 note card
Input
1 Pen
Where you will be
1 Tissue box in leather holder
Key board in drawer
1 Note pad holders
1 telephone pricing list
Note pad
1 Pen
1 Ashtray with match box
On coffee Table
   2 Ashtray (except in non smoking room)
   1 Concierge, 1 Time out, Lm Info

On sofa side table
   1 Telephone booklet
   1 Ashtray (except in non - smoking room)

Refreshment center consisting of
   1 Ice bucket with ice tongs
   2 Wine glasses
   2 Rock glasses
   2 High Ball glasses
   2 Cocktail Stirrers
   1 Bottle opener
   1 Refreshment center List
   6 Coasters
   6 Glass covers

TV ARMOUR.
   TV list and remote control in holder
   1 Entertainment tent card

In entrance toilet
   On wash basin counter
      2 Water bottles with complimentary tag
      1 Hand wash (Molton brown)
      2 Hand towels
      2 Bathroom tumblers with coasters
      2 Face towels set in the bathroom tumblers

IN SHELL DISH
   2 Face towel
   2 Lotion 40ml
   1 25gm soap

Near w/c.
   2 Bidet towels
   1 25gms Hermes soap
   2 Toilet Rolls
   1 Hygiene Bag
Goal

Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied while handling special request.

Procedure

Answer the phone with in 3 rings
Smile and greet the guest. Answer in a courteous manner, good (morning, afternoon, evening). This is ABCD at your service
Speak slowly and clearly
Take time to listen, never rush and respond to the callers needs
Always handle guest request and contact other department on guest behalf. No guest will be told to call another department. All special request items provided by housekeeping to the guest must be recorded with following data.

1. Date of issue
2. Room number / location
3. Requested item.
4. Issue by.
5. Date of return / departure date.

The following items are available on guest request

- Duvets.
- Pillows – feather / synthetic.
- Disposable razor / shaving crème.
- Extra beds / baby cots.
- Hard beds / board.
- Extra hangers.
- Tooth brush / paste.
- Shaving kits.
- Blankets
- Tampons / sanitary towels
- Nail file and polish remover
Plastic bags /Plastic hangers (for wet bathing suits)
Cotton swabs / cotton balls
Collar stays
Rubber bath mats
Curling iron
Diapers and wipes
Binder clips / paper clips
Highlighter / Post-it pad
Stapler

Item given below are available with butlers upon request
Cuff links
Tie / Bow
Iron and board
Prayer mat/Holly Quran/Bible
Hot water bag
Scissor
Masking tape
Cartons
Wrapping paper
Band Aids(available with nurse)
Adaptor
Tar off (tar removal)
Commercial Telephone Directory
Baby items – bottles warmer, sterilizer, bath seat, playpen, bathtub, potty, baby monitor etc
Step stool (For children to reach bathroom sink)
Bed rails
Booster seat

Guest request items must be delivered with in 10 minutes of request.
On guest departure the item that has been given to the guest should be collected and returned to the proper storage space and logged as returned
Task: Fire Emergency Procedures - Desk Coordinator
Effective Date: 01 / 08 / 2012
SOP Author: Nancy and Ghada
SOP Owner: Madinah Hotel
SOP Approver: Sam Saker

GOAL
To Follow the Regulation prescribed by the Hotel In the event of fire

PROCEDURE
If you discover fire raise an alarm by breaking the fire break glass.
Call the operator by dialing “77”, give your name, department, location of fire and type of fire and evacuate the building.
Incase of intermittent ring be ready for a possible evacuation.
Incase of continuous alarm Collect the sign in, sign out list, attendance register, work allotment register and HK key bunch.
Switch off the computers, lights and close the door and window.
Evacuate through the nearest fire exit and go to the staff assembly point (left hand side of the car park near the security office)
Housekeeping staff assembly point is number “29”. 
<table>
<thead>
<tr>
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<th>In the Event of Fire -All Housekeeping Associates</th>
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<td>Madinah Hotel</td>
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<tr>
<td>SOP Approver</td>
<td>Sam Saker</td>
</tr>
</tbody>
</table>

**GOAL**

To Follow the Regulation prescribed by the Hotel In the event of fire

**Procedures**

No matter how small or large

1. Raise the alarm by breaking the nearest fire break glass. Use a key, covered elbow to break the glass
2. Call operator by dialing “77” and give the following details
   - Your name
   - Department
   - Location of fire
   - Type of fire

**DO NOT TACKLE THE FIRE ALONE**

**Please Note**

Never put yourself, other staff member or guest at risk
If you are not confident in handling the situation, isolate the area and evacuate
Remember to close doors and windows behind you.
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</table>

**GOAL**

Follow the Regulation Prescribed by the Hotel

**PROCEDURE**

On hearing intermittent alarm

- Keep the office door clear from any obstacles
- Remain alert and be ready for possible evacuation

On hearing continuous alarm

- Collect sign in sign out clip board, work allotment register, Duty Roster and key bunch
- Put the power off and the computer, fax, photo copy machine, lock all key cabinets/safe etc and take the key.
- Go to the staff assembly point and take roll call, which will help to locate if any of the staff members who has not yet reported. (Housekeeping assembly point number is “29”)
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</table>

GOAL

Follow the Regulation Prescribed by the Hotel

PROCEDURE

Upon hearing the intermittent alarm or continuous alarm

   Report to the Main Building back office where the fire panels are located for further instructions.

WHEN YOU EVACUATE DO NOT:

   Run/panic.
   Leave the assembly point until authorized by controller.
   Re-enter the building until authorized by controller.
   State any thing negative or discuss fire in front of guest.
GOAL

Follow the Regulation Prescribed by the Hotel

PROCEDURE

On hearing intermittent ring
   Stop your work
   Clear your work area
   Make sure that the fire exits are clear stand by for possible evacuation.

On hearing continuous ring
   Move the trolleys and linen to ensure that all the exits are clear.
   Assist any disabled guest.
   Knock on the doors as you leave your floor paying attention to those displaying the do not disturb notice
   Report any guest that refuses to leave to the fire controller.
   Ensure area is clear and close door and windows behind you.
   Leave via nearest safe fire exit.

Assemble at the staff assembly point number is “29” at right side hand side of guest car parking area next to security office and maintain silence.
GOAL

Follow the Regulation Prescribed by the Hotel

PROCEDURE

On hearing intermittent alarm
  Stop your work
  Clear your work area
  Make sure that the fire exits are clear
  Leave one staff member at the area of work & report to the fire panel.

On hearing continuous alarm
  Put the trolley’s, machines in the pantry and lock the pantry door behind you.
  Do not panic and do not run.
  Do not use elevators.
  Evacuate by the nearest Fire exit.
  All staff members should report to fire panel & wait for further instructions.
GOAL
All staff should know different kind of cleaning agents, its usages and safety measures

PROCEDURE

Cleaning agents
Cleaning agents are perhaps the most critical aids to housekeeping staff in keeping a sparkling house. Basically the cleaning process is to remove dust and grit. While normal dusting with cloth or vacuum cleaner removes dust in its loose particles states, cleaning agents would be required when dust becomes grit and is stubborn to remove.

Water
Is probably the most common & widely used agent as it is freely available however, it might be useful in all circumstances. It is useful for rinsing and finishing of cleaning processes. Precaution must be taken to change the water if it gets dirty, because it could leave film of dirt instead of removing it. Warm water dissolves soap more readily than cold water; hence it must be used to remove dirty soap lather. Caution must be taken that the water is ‘soft’ as no detergent is effective with hard water. Moreover, hard water does not wet the surface well as a precondition for good cleaning action.

Surface Disinfectant (OASIS PRO 63)
Surface Disinfectant with high surfactant level removes grease, oil and other soils. Use on countertops, wall, equipment, floors, and porcelain tile. (Refer. Data sheet)

Toilet cleaner (OASIS PRO 64)
Strong multi-purpose formula cleans deodorizes and disinfects in one step. Use with a bottle nozzle to quickly and easily remove the toughest soap scum, mildew, suntan oils, body oils, and hard water deposits.
Glass cleaner & Disinfectant (OASIS PRO 40)
OASIS PRO 40 is perfect to clean glass surfaces, mirrors and display cases as well as all other surfaces in the locker rooms. For public toilets OASIS PRO 64 toilet cleaner will help to remove lime scale. OASIS PRO 40 bottle and fill with clean, freshwater to the fill level mark indicated on the bottle. Push the Divermite OASIS PRO 40 dispenser button once to add product. Securely screw-on the spray trigger, ensure the nozzle is closed, and shake gently to mix.

Air freshener (OASIS PRO 55 & 54)
Oasis air freshener is formulated to combat strong odors and create an inviting aura that says this room is fresh and clean. These powerful air fresheners and deodorizer neutralize smoke, tobacco, food and many more malodors.
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<tr>
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<th>Disposal of Items</th>
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**GOAL**

Associates should be aware of the health & safety practice by adhering to the procedures when disposing of items.

**PROCEDURE**

**Cleaning ashtray**

All cigarette buds to be cleared into separate metal container
Before clearing, make sure that there are no live light butts
And disposed in wet garbage room

**Clearing garbage in guest rooms**

Do not put your hand into the bin
Any sharp objects like glass pieces, syringes etc to be put in to separate metal containers or strong carton boxes & dispose it separately.

**Needle, syringe disposal**

Wear disposable gloves when your are touching them
Hand over the needle syringe to hotel nurse separately (so it can be disposed as medical waste)
Sanitize the bin
HIV/hepatitis awareness
Do not place sharp objects or broken glass into plastic refuse bags. Check refuses bags for splits or sharp protrusions.
Use correct lifting skills
Hold refuse bag away from body and legs
Make full journey to the refuse storage area which is near chiller yard area (service entrance), do not leave bags to obstruct walkways of stairs

**Disposal of solid items (broken vacuum cleaner, trolley)**

Dispose these items in to the skip, which is there near club sheikh’s drive way by taxi parking area
After removing refuse from guest room make sure that you segregate all recycling items into the right bins in line with Health & Safety, hygiene policy and procedure
End of the shift collect all recycling items in a plastic bag and put them in respective collection bins which is there in the sorting center near staff bus stand.
Task : Preparation for the Day – Florist

Effective Date : 01 / 08 / 2012

SOP Author : Nancy and Ghada

SOP Owner : Madinah Hotel

SOP Approver : Sam Saker

GOAL

The Florist should well organize before the start of their work by the adhering following procedure.

PROCEDURE

- Flower shop timing is 8am to 8pm
- Flower shop is located in the basement of the club building
- Report to duty on time with hotel standard grooming
- Check with Housekeeping desk for any messages/follow ups
- Check flower requirement for the day by going through flower requisition from F & B outlet, Housekeeping desk.
- Make market list get signed by housekeeping desk.
- Call up Flame Flowers/Black Tulip and place an order
- Flowers to be checked by florist & person from receiving for quality a well as quantity as order.
- Cut half inch of the flower steam, then place it in the water and stored it in 15° C fridges.
Task : Internal Pest Control Procedure

Effective Date : 01/08/2012

SOP Author : Nancy and Ghada

SOP Owner : Madinah Hotel

SOP Approver : Sam Saker

GOAL

Regulation Prescribed by the Hotel

PROCEDURE

If any pest found in the hotel inform Housekeeping Desk Coordinator.
Inform the Name, Location, and Type of pest.
Pest sighting record to be filled up by the associates identifying the pest which is kept
in housekeeping office.
Housekeeping will call the Hotels Pest Control Contracting Company (East Coast Co)
and will inform about the same.
Once the pesticide is done pest controller will update in the pesticide sighting record
file.
GOAL

To Follow the Regulation prescribed by the hotel when the beg bug found in the hotel.

PROCEDURE

At the first indication of a possible infestation, the hotel's Pest Contractor must be contacted. The hotel must request that the area that is suspected of being infested be inspected immediately, as well as any other areas the Pest Contractor deems appropriate.

The suspected area(s) must be quarantined (doors and A/C sealed with duct tape, windows closed, etc.) and nothing, including furniture and equipment, should be removed from the area until an inspection by a qualified pest elimination specialist, assigned by the Pest Contractor ("Pest Specialist"), has been conducted. Associates must not enter the area.

If an inspection confirms the presence of bed bugs, guestrooms on all sides (adjacent, above and below) of the infested room must be inspected for possible presence of bed bugs. This includes rooms across from the infested room(s), and the corridor. Depending on the heating, A/C or ventilation system, more rooms might need to be inspected. Other areas of the hotel may need to be inspected as well, including the laundry cart, the laundry room and any other room the laundry cart entered after the infested room. The Pest Contractor will provide direction in this regard.

All infested guestrooms must be removed from sales inventory for a period of time as determined and recommended by the Pest Contractor. Infested rooms must be treated and re-inspected by the Pest Specialist prior to being resold. All soft goods (mattresses and box springs, chairs, sofas, duvets, blankets, sheets, pillows, pillowcases, bed pads, etc.) in a guestroom with a confirmed bed bug sighting must be discarded, as well as soft goods identified by the Pest Contractor to be discarded. Drapes and sheers in an infested area must be removed from the room and professionally cleaned prior to reinstallation. All contaminated items that are removed from the room must be placed in plastic bags, prior to being removed, sealed, and brought directly to the dumpster or compactor for disposal.
Carpet in the infested room(s) must be inspected. At a minimum, carpet is to be cleaned twice using the hot water extraction method. The first extraction shampoo should contain a pesticide to kill any bugs and larvae that may be present in the carpet. The second extraction shampoo should contain a sanitizer that will remove any residual pesticide and kill any bacteria present in the carpet. In some cases, at the direction of the Pest Contractor, it may be necessary to remove the carpet from the infested room and discard it as well. Carpet padding must be removed when it is deemed necessary to remove the actual carpeting.

Hard goods in the infested room(s), such as night tables, bed frames, dressers, etc., must be treated by the Pest Specialist. All walls, switches, electrical outlets, A/C ducts, heating vents, etc. must be treated as well. Prior to releasing the infested room for sale, all areas likely to be in contact with a guest (touch points) are to be washed with a disinfectant solution.

All carpet in the corridor on the floor with the infested room(s) should be cleaned using the hot water extraction method with a sanitizing carpet cleaner.

The linen closet and Room Attendant carts on the floor of the infestation must also be treated by the Pest Contractor. The linen closets should be cleared of all linen, which should be rewashed as a precaution. Additionally, all items should be removed from the Room Attendants carts and rewashed or discarded.

Once the room has been released for sale, it, the adjacent rooms, and the corridor must be inspected daily for signs of re-infestation for a period of 14 days. The room must be re-inspected every 30 days for the next 3 months for signs of re-infestation. Some jurisdictions may require more frequent inspections, particularly those in hot humid areas.
Task: Member guest

Effective Date: 01/08/2012

SOP Author: Nancy and Ghada

SOP Owner: Madinah Hotel

SOP Approver: Sam Saker

GOAL:
Be able to obtain and maintain guest requests/profile and maintenance work orders. To track down necessary information needed by guests and to update for future needs.

PROCEDURE:
Through the intranet, open member Guest Response site, login and input necessary information.
- For NEW EVENT such as orders or requests- most importantly for each order/request to be included to monitor volume and timing if attained.
- Any special information to be noted in the ‘NOTE’ column
- To make sure to ‘Conclude’ any finished task right after it is done as it affects the time efficiency.
- All Work Orders’ to be placed in system to track down if the task is finished.
- To coordinate with concern associate regarding the work request.
Goal: corky & candy to be present in all room prior to arrival & report the lost & damage.

PROCEDURE:

Corky & candy to be present in the all rooms priory to the arrival. Either corky or candy to placed in the room.
Supervisor to ensure that corky & candy is in good condition before the room is released. Ensures the information tag was also in good condition.
While room attendant went to clean a check out room & if they found corky or candy is missing from the room he should report to the Housekeeping desk & respective supervisor. And then the desk coordinator to check the opera system whether it has been sold to the guest & informed the supervisor about the same
If came to know the corky or candy is lost from the room, Respective supervisor to raise Loss & damage Report & file in the Housekeeping for further reference (copy to be give to the Duty Manager & Duty Security.)
Price of corky or candy is 100 Dhs
Miscellaneous forms to be raised & sign by the guest if the guest would like to buy a corky or candy during their stay.
Inventory of all corky & candy should be maintained by the housekeeping administrator.
Goal: Deliver our guest’s expectation for consistent service by adhering to the following set of thorough procedures to be applied while the guest is participating make a green program.

PROCEDURE:

Make a Green choice (MAGC) provides stay-over guests with the daily opportunity to decline housekeeping services. In recognition for their participation, guests can reward themselves with a choice of an F&B credit at hotel food and beverage venues, SPG Points or allow the hotel to donate these points to UNICEF’s environmental work for children on their behalf.

By guest participation in the MAGC program, they automatically decline full housekeeping service that’s including the turn down service.

If the Guest wants to have the fresh linen to be change in their room on the day which they are not participating in the MAGC program, they have to place the MAGC door hanger on the bed. Linens won’t be changed for two consecutive days if the guest didn’t placed the MAGC door hanger on the bed.

MAGC room’s should be kept as DIRTY in the opera system for the entire day.

MAGC room’s doesn’t not limit the guest request I.e. Removal of garbage or request of any bath room amenity

MAGC participation eligibility

All the In house guest are eligible to participate
YMust be staying for minimum of 2 or more nights
YCannot participate on day of departure.
YMaximum consecutive participation of 3 nights before receiving Housekeeping Service.

Guest hangs “Make a Green Choice” door hanger on door no later than 2am.
At 1am, the 2nd housekeeping shift team will prepare Four key reports

1. Run report in Opera - Housekeeping Status. To know about the guest who are checking out on the following day.
2. Run report in Opera- Alerts report (Filter Alerts areas – Check Out & Alert code – MAGC), to get the details dates of rooms which they have participated for MAGC & also to eliminate the guest that have participated for three consecutive days.
3. Print the Hotel Matrix form the housekeeping L Drive. Highlight all the rooms that are not eligible to participate for MAGC.
4. Run report in Opera- Guest INH by special request (Filter it for the MAGC rooms) – To know the guest who have participated on a particular day

Housekeeping Associates will walk around the floor With Hotel Matrix, Housekeeping status report & Guest INH for MAGC room’s to verify the room Participation of MAGC program & distribute the vouchers.

If the room is ELIGIBLE:
Check the box next to the room number on the Hotel Room Matrix to indicate that the room is participating in the program for the following day.
Slide the MAGC voucher under the guest’s door.

If the room is NOT ELIGIBLE:
Slide the MAGC door hanger back under the door with the branded ineligible card.

After completing the Verification of program participation. Highlight the room in the Guest INH report (MAGC special) that are not participating in the following day. And give a copy of Hotel Matrix & updated guest INH report to Asst. Night Manager to update the MAGC special (add & delete according to participation) & alert in the reservation.

Then Night supervisor will run the update MAGC special room report & file in the housekeeping office together with the hotel matrix.

Morning supervisor will print get the information of MAGC room from the file or by printing MAGC rooms from the opera. Rooms won’t be allocated to the room attendant it will highlighted as a MAGC room in the report.

If a Guest put the door hanger after the night tour, the room is certainly assigned to a room attendant during the opening process. In that case the Room attendant who finds the room with a door hanger has to call immediately the Floor Supervisor. The Floor supervisor checks if the Guest is eligible or not for the MAGC program.

If the Guest is eligible the Floor Supervisor retrieves a voucher from the housekeeping Desk and puts it under the Guest room door.
If the Guest is ineligible the Floor Supervisor puts a “Thank You card” under the Guest room door & system should be updated through the front office.