STANDARD OPERATING PROCEDURE

Hotel Minibar Restocking SOP

Document no.	SOP-HTL-012
Revision	1.0
Owner	Executive Housekeeper
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To keep minibars fully stocked with fresh, unexpired items and to bill guests accurately for what they consume.

2. Scope

Applies to minibar attendants or room attendants checking and restocking in-room minibars. Guest folio disputes over minibar charges are resolved per the guest checkout SOP.

Definitions

Par level	The standard quantity and mix of items a minibar should hold when fully stocked.
Consumption charge	The fee billed to a guest's folio for minibar items found missing or consumed.
Minibar key	The key or access code used to open the minibar cabinet or lock box in a guest room.

3. Responsibilities

Minibar Attendant	Checks and restocks minibars, records consumption, and reports expired or damaged stock.
Floor Supervisor	Assigns the minibar check route, spot-checks accuracy, and issues minibar keys.
Front Desk Agent	Posts minibar consumption charges to the guest folio and handles billing questions.

RACI matrix

Activity	Minibar Attendant	Floor Supervisor	Front Desk Agent
Issue and track minibar keys	R	A	-
Check and restock minibars	R/A	C	I
Post consumption charges	R	I	A
Remove expired or damaged stock	R/A	C	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Minibar restocking cart
- Minibar checklist by room
- Minibar key or access code list
- PMS mobile app or tablet for posting charges
- Expiry date tracking sheet

Personal protective equipment

- Disposable gloves

5. Procedure

Step	Task	Owner	Done
5.1	**Collect the minibar check route** Collect the list of rooms due for a minibar check from the floor supervisor, prioritizing checkout rooms and stayovers due for restock.	Minibar Attendant	☐
5.2	**Knock and confirm entry** Knock, announce yourself, and confirm the room is unoccupied or the guest allows entry before opening the minibar.	Minibar Attendant	☐
5.3	**Count remaining stock against the par list** Count what remains in the minibar against the standard par list for that room type, noting every item missing or consumed. **Checkpoint:** Every item counted is checked against the room type's par list before any charge is recorded.	Minibar Attendant	☐
5.4	**Check expiry dates** Check the expiry date on every remaining item, removing anything expired or close to expiring and replacing it with fresh stock.	Minibar Attendant	☐
5.5	**Restock to par level** Restock the minibar to the full par level for that room type, arranging items neatly and facing labels forward.	Minibar Attendant	☐
5.6	**Inspect the minibar unit** Check that the minibar's cooling function is working and the door seals properly, reporting any fault to maintenance.	Minibar Attendant	☐
5.7	**Record consumption** Record the room number, items consumed and quantity on the minibar checklist or app, whether the room is a stayover or checkout.	Minibar Attendant	☐
5.8	**Submit consumption for billing** Submit the recorded consumption to the front desk for posting to the guest folio, submitting checkout rooms first since timing matters most there. **Warning:** Submit checkout room consumption promptly since a departed guest is harder to bill accurately later.	Minibar Attendant	☐
5.9	**Post the charge to the folio** Post the minibar consumption charge to the correct guest folio in the PMS, matching the room number and items reported.	Front Desk Agent	☐
5.10	**Secure minibar keys** Return the minibar key or confirm the access code list is updated at the end of the shift, and report any missing key immediately. **Checkpoint:** All minibar keys issued for the shift are accounted for before the attendant clocks out.	Minibar Attendant	☐

Step	Task	Owner	Done
5.11	**Reconcile stock and reorder** Compare the cart's remaining stock against what was used across the route and submit a reorder for any item running low.	Floor Supervisor	☐

6. Quality checks

- Every minibar checked is restocked to full par level for its room type.
- No expired item is left in a minibar after a check.
- Checkout room consumption is billed before the guest's final folio is closed.
- Minibar keys issued during a shift are fully accounted for at the end of the shift.

7. Records

- Minibar checklist by room
- Consumption and billing log
- Expiry date tracking sheet
- Minibar key issue and return log

8. KPIs

- Minibar billing accuracy rate
- Percentage of expired items caught before guest discovery
- Time from checkout to minibar charge posted
- Minibar key loss incidents

9. Common mistakes

- Restocking without checking expiry dates first.
- Delaying consumption reports for checkout rooms, missing the billing window.
- Not accounting for a minibar key at the end of a shift.
- Charging the wrong room because room numbers were transposed on the checklist.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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