STANDARD OPERATING PROCEDURE

# Hotel Public Area Cleaning SOP

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| **Document no.** | SOP-HTL-010 |
| **Revision** | 1.0 |
| **Owner** | Executive Housekeeper |
| **Effective date** | September 15, 2026 |
| **Review cycle** | Every 12 months |

## 1. Purpose

To keep public areas of the hotel clean and presentable throughout the day, since these spaces shape a guest's first and lasting impression of the property.

## 2. Scope

Applies to public area attendants cleaning lobbies, corridors, elevators, public restrooms and meeting or event spaces. Guest room cleaning is covered by the housekeeping SOP.

### Definitions

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|---|---|
| **High-touch point** | A surface many people touch in a short time, such as an elevator button, door handle or handrail. |
| **Spot check** | A quick pass through a public area during the day to remove visible debris or spills without a full clean. |
| **Deep clean rotation** | The schedule for detailed cleaning of public area surfaces not covered by the daily routine. |

## 3. Responsibilities

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|---|---|
| **Public Area Attendant** | Cleans and spot-checks lobbies, corridors, elevators and public restrooms throughout the shift. |
| **Executive Housekeeper** | Schedules public area coverage, inspects standards, and manages the deep clean rotation. |
| **Front Desk Agent** | Flags spills or issues seen in the lobby and coordinates with the attendant for urgent cleanups. |

### RACI matrix

| Activity | Public Area Attendant | Executive Housekeeper | Front Desk Agent |
|---|---|---|---|
| Set the public area cleaning schedule | I | R/A | - |
| Clean and spot-check public areas | R | A | I |
| Respond to an urgent spill in the lobby | R | A | R |

| Activity | Public Area Attendant | Executive Housekeeper | Front Desk Agent |
|---|---|---|---|
| Manage the deep clean rotation | C | R/A | - |

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

## 4. Materials and PPE

### Materials, tools and systems

- Public area cleaning cart
- Glass cleaner for entrance doors and lobby glass
- Approved disinfectant for high-touch points
- Vacuum and dust mop
- Wet floor signs
- Public area cleaning checklist

### Personal protective equipment

- Disposable gloves
- Non-slip closed shoes

## 5. Procedure

| Step | Task | Owner | Done |
|---|---|---|---|
| 5.1 | **Review the public area schedule**<br>Check the shift schedule for which areas need a full clean, a spot check, or a scheduled deep clean rotation task for the day. | Public Area Attendant | ☐ |
| 5.2 | **Clean the entrance and lobby glass**<br>Clean entrance doors, revolving door glass and lobby windows with a streak-free glass cleaner, checking them again during the day as needed. | Public Area Attendant | ☐ |
| 5.3 | **Dust and wipe lobby furniture**<br>Dust and wipe down lobby furniture, tables and decorative surfaces from high to low, straightening cushions and materials as you go. | Public Area Attendant | ☐ |
| 5.4 | **Disinfect elevator high-touch points**<br>Wipe down elevator buttons, handrails and door tracks with disinfectant on a regular round through the day.<br>**Checkpoint:** Elevator buttons and handrails are disinfected on every scheduled round, not just once per shift. | Public Area Attendant | ☐ |
| 5.5 | **Vacuum and mop corridors**<br>Vacuum carpeted corridors and mop hard flooring on guest floors, placing wet floor signs and working around guest room doors quietly. | Public Area Attendant | ☐ |
| 5.6 | **Clean public restrooms**<br>Clean and restock public restrooms off the lobby and near meeting spaces on the set schedule, following the restroom cleaning steps for fixtures and dispensers. | Public Area Attendant | ☐ |
| 5.7 | **Empty public trash and ashtrays**<br>Empty trash receptacles and outdoor ashtrays near entrances on a regular round, replacing liners and wiping down the receptacle exterior. | Public Area Attendant | ☐ |

| Step | Task | Owner | Done |
|---|---|---|---|
| 5.8 | **Respond to spills quickly**<br>When notified of a spill or mess in a public area, respond immediately with a wet floor sign and clean it before it becomes a slip hazard.<br>**Warning:** Place a wet floor sign at a spill immediately, even before starting to clean it. | Public Area Attendant | ☐ |
| 5.9 | **Check meeting and event spaces**<br>Clean and reset meeting rooms and event spaces between uses, removing trash, wiping tables and vacuuming as needed. | Public Area Attendant | ☐ |
| 5.10 | **Complete deep clean rotation tasks**<br>Carry out the scheduled deep clean rotation task for the day, such as carpet extraction in the lobby or detailed light fixture cleaning, without neglecting daily rounds. | Public Area Attendant | ☐ |
| 5.11 | **Report damage or maintenance issues**<br>Log any damaged furniture, burnt-out lighting or flooring issues found in public areas in the work order system with the exact location. | Public Area Attendant | ☐ |
| 5.12 | **Inspect public areas before peak times**<br>Walk all main public areas ahead of check-in time and any scheduled events to confirm they are guest-ready.<br>**Checkpoint:** Lobby, elevators and corridors pass a visual inspection before the property's peak check-in period each day. | Executive Housekeeper | ☐ |

## 6. Quality checks

- Entrance glass and lobby surfaces are free of streaks and smudges during spot checks.
- Elevator high-touch points are disinfected on every scheduled round.
- Public areas pass inspection before the daily peak check-in period.
- Reported spills are cleaned and signage removed within the target response time.

## 7. Records

- Public area cleaning checklist
- Deep clean rotation schedule
- Maintenance and damage reports
- Spill response log

## 8. KPIs

- Time to respond to a reported spill
- Percentage of scheduled rounds completed per shift
- Public area inspection pass rate
- Guest cleanliness score for lobby and public areas

## 9. Common mistakes

- Delaying a spill cleanup because it is not on the scheduled round.
- Skipping elevator button disinfection during a busy day.
- Falling behind on daily rounds while focused on a deep clean task.
- Not placing a wet floor sign before mopping in a high-traffic corridor.

## 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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