

Hotel Public Area Cleaning SOP

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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

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

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 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 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 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 Wipe down elevator buttons, handrails and door tracks with disinfectant on a regular round through the day. 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 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 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 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 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. 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 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 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 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 Walk all main public areas ahead of check-in time and any scheduled events to confirm they are guest-ready. 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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