STANDARD OPERATING PROCEDURE

Hotel Room Inspection SOP

Document no.	SOP-HTL-005
Revision	1.0
Owner	Executive Housekeeper
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To confirm that rooms cleaned by attendants meet the property's standard before they are released for sale, and to give attendants consistent, fair feedback.

2. Scope

Applies to floor supervisors inspecting guest rooms after cleaning. The room cleaning process itself is covered by the housekeeping SOP.

Definitions

Inspection score	The numeric or pass and fail rating a supervisor gives a room against the property's inspection checklist.
Deficiency	A specific item on the inspection checklist that did not meet the standard, such as a smudged mirror or missed amenity.
Calibration session	A periodic session where supervisors inspect the same rooms together to keep their scoring standards consistent.

3. Responsibilities

Floor Supervisor	Inspects cleaned rooms against the checklist, scores them, and coaches attendants on deficiencies.
Room Attendant	Corrects deficiencies flagged by the supervisor and resubmits the room for inspection.
Executive Housekeeper	Sets the inspection standard, runs calibration sessions, and reviews inspection trends.
Front Desk Agent	Receives the release notification once a room passes inspection so it can be sold or assigned.

RACI matrix

Activity	Floor Supervisor	Room Attendant	Executive Housekeeper	Front Desk Agent
Set the inspection standard and checklist	C	I	R/A	-
Inspect and score a cleaned room	R/A	I	I	-

Activity	Floor Supervisor	Room Attendant	Executive Housekeeper	Front Desk Agent
Send a room back for correction	R/A	R	I	-
Release a passed room in the PMS	R/A	I	I	I
Run supervisor calibration sessions	R	-	R/A	-

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

4. Materials and PPE

Materials, tools and systems

- Room inspection checklist
- PMS mobile app or tablet
- Flashlight for detail checks
- White glove or cloth for surface checks
- Deficiency tracking log
- Calibration session score sheet

Personal protective equipment

- Disposable gloves for surface checks

5. Procedure

Step	Task	Owner	Done
5.1	**Review the priority inspection list** Check the PMS or room status report for departure rooms, VIP arrivals and early check-ins that need inspection first during the shift.	Floor Supervisor	☐
5.2	**Enter the room and check safety first** Enter the room marked as cleaned and check that lights, air conditioning and safety features such as smoke detectors and door locks are working before checking cleanliness.	Floor Supervisor	☐
5.3	**Inspect the bathroom in detail** Check the bathroom for streaks on mirrors and glass, soap residue, hair, and full amenity restocking, using a flashlight to check corners and grout. **Checkpoint:** No hair, water marks or soap residue is found on any bathroom surface during inspection.	Floor Supervisor	☐
5.4	**Inspect the bedroom and linens** Check that the bed is made to standard with tight corners, linens are fresh and stain-free, and pillows and bedspread are arranged correctly.	Floor Supervisor	☐
5.5	**Check dusting and surfaces** Run a cloth over high surfaces such as picture frames, light fixtures and headboards to check for dust that a visual check alone might miss.	Floor Supervisor	☐
5.6	**Verify amenities and supplies** Confirm all amenities, stationery and in-room guides match the standard list for the room type and are placed correctly.	Floor Supervisor	☐
5.7	**Check floors and under furniture** Check carpet or flooring for visible debris and look under the bed and furniture for anything left behind or missed during cleaning.	Floor Supervisor	☐

Step	Task	Owner	Done
5.8	**Score the room on the checklist** Score the room against every item on the inspection checklist and record any deficiencies with enough detail for the attendant to understand what to fix. **Checkpoint:** Every deficiency recorded includes a clear description an attendant can act on without further explanation.	Floor Supervisor	☐
5.9	**Send the room back if it fails** If the room does not meet the standard, send it back to the attendant with the specific deficiencies listed rather than fixing it yourself.	Floor Supervisor	☐
5.10	**Re-inspect corrected rooms** Re-inspect a room the attendant has corrected, checking specifically the deficiencies previously noted before scoring it again.	Floor Supervisor	☐
5.11	**Release the room in the PMS** Once a room passes inspection, set its status to inspected in the PMS so the front desk can assign or sell it. **Checkpoint:** VIP and early-arrival rooms are inspected and released within 15 minutes of being marked clean.	Floor Supervisor	☐
5.12	**Log inspection results and trends** Record the day's inspection scores and common deficiencies in the tracking log for the executive housekeeper to review.	Floor Supervisor	☐
5.13	**Participate in calibration sessions** Join scheduled calibration sessions where supervisors inspect the same sample rooms together to compare scores and align on standards.	Executive Housekeeper	☐

6. Quality checks

- All departure rooms are inspected before being released for sale.
- VIP and early-arrival rooms are inspected within 15 minutes of being marked clean.
- Deficiency descriptions are specific enough for an attendant to act on without asking follow-up questions.
- Supervisor scores stay consistent with each other across calibration sessions.

7. Records

- Room inspection checklist results
- Deficiency tracking log
- Calibration session score sheets
- Room release history in the PMS

8. KPIs

- First-time inspection pass rate
- Average time from clean to release for VIP rooms
- Most common deficiency types by category
- Score variance between supervisors in calibration sessions

9. Common mistakes

- Fixing a small deficiency yourself instead of sending the room back to the attendant.
- Skipping the flashlight check on bathroom grout and corners.
- Releasing a room in the PMS before finishing the full checklist.

- Giving vague deficiency notes that do not tell the attendant what to fix.

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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