STANDARD OPERATING PROCEDURE

Hotel Turndown Service SOP

Document no.	SOP-HTL-011
Revision	1.0
Owner	Executive Housekeeper
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To deliver a consistent evening turndown service that makes the room comfortable for the night and adds a personal touch to the guest's stay.

2. Scope

Applies to room attendants providing turndown service in the evening for guests who have opted in or at properties where it is offered to all rooms.

Definitions

DND	Do Not Disturb. A sign or door light showing the guest does not want the room entered.
Turndown amenity	A small treat or item, such as a chocolate or bottled water, left in the room during turndown service.
Opt-in list	The list of rooms that have requested or are scheduled for turndown service that evening.

3. Responsibilities

Room Attendant	Performs turndown service on assigned rooms and reports any issues found during the visit.
Floor Supervisor	Assigns the turndown room list and checks service quality on spot inspections.
Front Desk Agent	Shares the opt-in list and any late guest requests affecting turndown service.

RACI matrix

Activity	Room Attendant	Floor Supervisor	Front Desk Agent
Prepare the turndown opt-in list	I	R/A	C
Perform turndown service	R	A	I
Report issues found during turndown	R	A	I
Inspect turndown service quality	I	R/A	-

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

4. Materials and PPE

Materials, tools and systems

- Turndown cart with amenities
- Fresh towels for evening restock
- Turndown opt-in list
- Do-not-disturb tracking sheet
- Amenity cards or notes

Personal protective equipment

- Disposable gloves

5. Procedure

Step	Task	Owner	Done
5.1	**Collect the turndown opt-in list** At the start of the evening shift, collect the list of rooms scheduled for turndown from the floor supervisor, noting any late additions or opt-outs.	Room Attendant	☐
5.2	**Knock, announce and check DND** Knock, announce yourself, and wait for a response before entering; if the room shows DND, note the time and skip it unless the cut-off time has passed. **Checkpoint:** No room showing DND is entered before the property's cut-off time for turndown service.	Room Attendant	☐
5.3	**Tidy the room quickly** Straighten pillows, remove used glasses or room service items, and empty visible trash without doing a full clean.	Room Attendant	☐
5.4	**Fold down the bed** Fold back the top sheet and bedspread on one or both sides of the bed per the property's standard, keeping the fold neat and even.	Room Attendant	☐
5.5	**Place the turndown amenity** Place the turndown amenity, such as a chocolate or bottled water, on the pillow or bedside table per the property's standard placement.	Room Attendant	☐
5.6	**Close curtains and adjust lighting** Close the curtains or blinds for privacy and turn on soft evening lighting, such as a bedside lamp, while turning off harsh overhead lights.	Room Attendant	☐
5.7	**Restock evening towels** Replace used bathroom towels and restock a fresh face cloth if the property's turndown standard includes it.	Room Attendant	☐
5.8	**Set up slippers or a bath mat** Place slippers or a bath mat beside the bed if included in the property's turndown standard.	Room Attendant	☐
5.9	**Check for guest belongings out of place** Do a quick visual check that personal items have not been disturbed and are left where the guest had them.	Room Attendant	☐
5.10	**Note any maintenance or safety issues** Report anything unsafe or not working, such as a flickering light, in the work order app rather than attempting a repair.	Room Attendant	☐

Step	Task	Owner	Done
5.11	**Update the turndown tracking sheet** Mark the room as completed, skipped for DND, or unable to complete on the tracking sheet before moving to the next room.	Room Attendant	☐

6. Quality checks

- Every room on the opt-in list is either completed or logged as DND or skipped with a reason.
- DND rooms are not entered before the property's cut-off time.
- Turndown amenities and bed folds match the property's standard on spot checks.
- Guest belongings are undisturbed after the visit.

7. Records

- Turndown opt-in list
- Do-not-disturb tracking sheet
- Maintenance and safety issue reports

8. KPIs

- Percentage of opt-in rooms completed per evening
- Average time per turndown visit
- DND cut-off compliance rate
- Guest feedback specific to turndown service

9. Common mistakes

- Entering a DND room before the property's cut-off time.
- Doing a full clean instead of a quick tidy, which takes too long per room.
- Forgetting to update the tracking sheet, so a room looks incomplete.
- Leaving curtains open after finishing, missing the privacy touch.

10. Revision history

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

Approval

Prepared by	Approved by	Date

This is a template. Adapt it to your organization, equipment and local regulations before use.

Scan for the latest version

Opens this template online, where you can download it again in Word, PDF, Excel or CSV — free, no sign-up.

Or add it to Perfect Wiki so your team can find it and ask questions about it in Microsoft Teams, Slack, kChat or Mattermost.