

Standard Operating Procedure (SOP) - Cleaning

1. Purpose

To ensure all rooms in the asylum seeker hotel are cleaned thoroughly and logged into the data book at least once a week, maintaining high standards of hygiene and comfort for the residents.

2. Scope

This SOP applies to all cleaning staff and supervisors responsible for maintaining the cleanliness of the rooms in the asylum seeker hotel.

3. Responsibilities

Cleaning Staff: Perform cleaning tasks as outlined in this SOP.

Supervisors: Ensure compliance with the SOP, inspect rooms, and log the cleaning activities in the data book.

4. Materials and Equipment

Cleaning cart

General-purpose cleaner

Disinfectant

Glass cleaner

Floor cleaner

Mop and bucket

Vacuum cleaner

Cleaning cloths and sponges

Trash bags

Personal protective equipment (PPE): gloves, masks, aprons

5. Procedure

5.1. Preparation

Gather Supplies: Ensure all cleaning supplies and equipment are stocked and in good condition.

Wear PPE: Don appropriate personal protective equipment before starting the cleaning process.

5.2. Room Cleaning Steps

Initial Inspection:

Knock on the door and announce your presence.

If the room is occupied, arrange a convenient time with the occupant.

If the room is unoccupied, enter and perform a quick inspection to assess cleaning needs.

Trash Removal:

Collect all trash from bins and other areas.

Replace bin liners and dispose of trash in the designated area.

Dusting:

Dust all surfaces including furniture, windowsills, and shelves.

Use a damp cloth for areas with heavy dust.

Bathroom Cleaning:

Clean and disinfect the toilet, sink, and shower/bathtub.

Wipe down mirrors and glass surfaces with a glass cleaner.

Replace used towels with fresh ones.

Replenish toilet paper, soap, and other amenities.

Surface Cleaning:

Wipe down all surfaces with a general-purpose cleaner.

Pay special attention to high-touch areas like door handles, light switches, and remote controls.

Floor Cleaning:

Vacuum carpeted areas thoroughly.

Mop hard floors with an appropriate floor cleaner.

Bed Making:

Remove and replace bed linens if necessary.

Make the bed neatly with clean sheets, pillowcases, and blankets.

Final Check:

Ensure the room is tidy and all cleaning tasks are completed.

Adjust curtains/blinds and ensure the room is presentable.

5.3. Post-Cleaning

Record Details: Enter the date, time, room number, and cleaning staff initials in the data book to log the completed cleaning activity.

Comments: Note any issues or additional tasks that need attention in the comments section of the log.

Restock Supplies:

Restock your cleaning cart with supplies used during the cleaning process.

Ensure all equipment is cleaned and ready for the next use.

Report Issues:

Report any maintenance issues or damage to the supervisor immediately for an Incident Report to be raised.

6. Quality Assurance

Supervisor Inspections:

Supervisors should conduct random checks to ensure cleaning standards are met.

Verify that all cleaning activities are properly logged.

Resident Feedback:

Collect feedback from residents periodically to ensure satisfaction with the cleaning services.

Address any concerns or complaints promptly.

7. Health and Safety

Follow all health and safety guidelines to protect yourself and others.

Use appropriate cleaning agents and follow manufacturer instructions.

Always wear personal protective equipment (PPE) when handling cleaning chemicals and performing cleaning tasks.

Ensure proper ventilation in rooms during and after cleaning.

8. Training

All cleaning staff must undergo training on this SOP before starting their duties.

Regular refresher training sessions should be conducted to reinforce best practices and update staff on any changes to the SOP.

9. Documentation

Maintain the data book in a secure and accessible location.

Ensure all entries are accurate and legible.

Supervisors should review and sign off on the data book entries weekly.