



HOTELSCHOOL THE HAGUE

Hospitality Business School

Housekeeping SOP
Skotel rooms 1st floor

November 2025

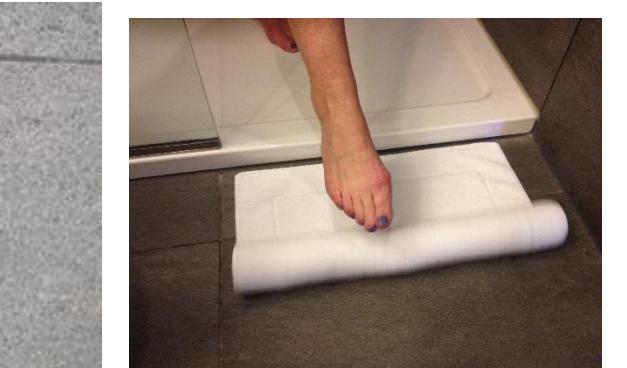
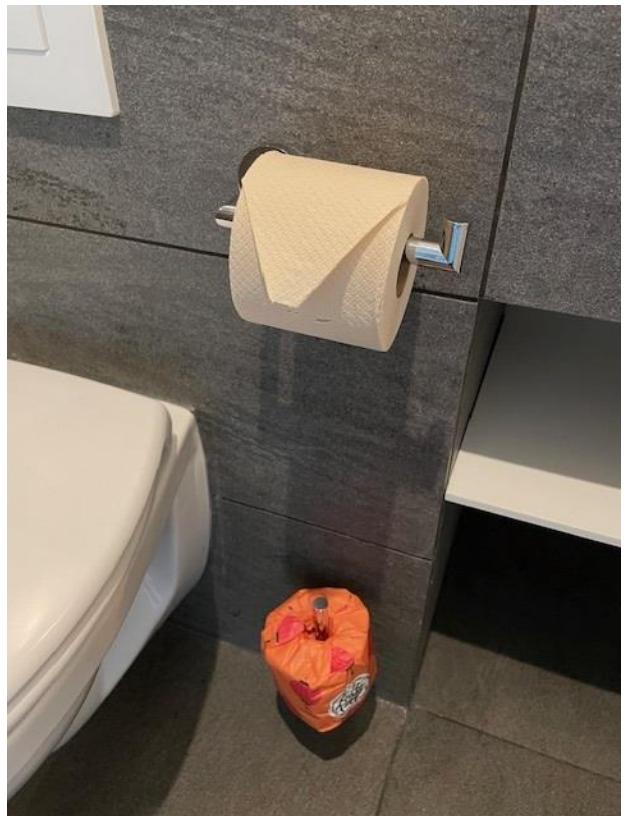
Room nr.	Hotel room brand	Sheets	Duvet	Pillows	Extra remarks
HR 1.01	Hilton	King	King	2	2 extra pillows in cupboard
HR 1.02	Novotel	King	King	2	2 extra pillows in cupboard
HR 1.03	Hampshire	Twin	Twin	2	2 extra pillows in cupboard
HR 1.04	Park Inn by Radisson	Twin	Twin	2	2 extra pillows in cupboard
HR 1.05	Cocomat	King	King	4	own brand pillows and molton
HR 1.06	Suit Supply	King	King	2	2 extra pillows in cupboard
HR 1.07	Center Parcs	King	King	4	
HR 1.08	Pierre & Vacances	King	King	4	
HR 1.09	Good Hospitality Group	Twin	Twin	4	
HR 1.10	INCH	King	King	4	for a SO, make the bed as a regular bed (how the guest made it up)
HR 1.11	Brooklyn Hotel by Win Hotels	King	King	4	

Bed size	Sheets:	Bed size	Duvet:
			King: Small stripes from left to right (with "closed" side towards you)
			Twin: Small stripes from front to back (with "closed" side towards you)

Rooms with a *** next to the roomnumber (later on in the SOP) have something special, read the room info well!

All hotel rooms

Bathroom specifics



Yellow letters = liquid hand soap

Orange letters = hair & body shampoo

All hotel rooms

Bathroom specifics

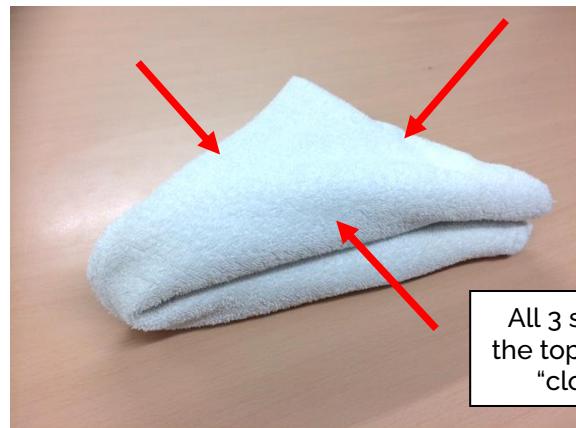
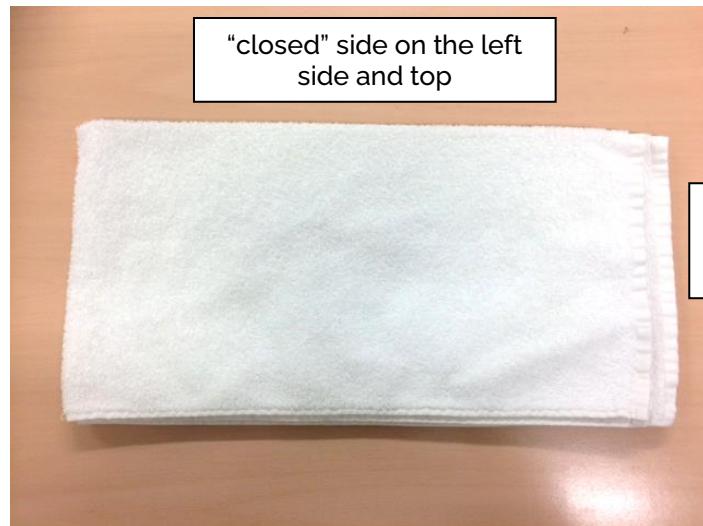
- ❖ 2 small triangle folded towels in the corner on the sinktop with the towel card holder in front of the small towels
- ❖ 2 large towels on the towel rack, closed side facing the door and the mirror
- ❖ 1 bathmat roll, lining on the inside
- ❖ 1 hair & body shampoo dispenser in the shower
 - After placing a new dispenser, take off the small cap on the bottom
- ❖ 1 liquid hand soap dispenser next to the sink
 - After placing a new dispenser, take off the small cap on the bottom
- ❖ Garbage bin with garbage bag neatly tucked in
- ❖ Toilet roll with folded triangle
- ❖ Spare toilet roll with wrapper
- ❖ Tissue box
 - Fold first sheet in a triangle and check if there are still enough
- ❖ Hair dryer
 - Switched on, handle facing the door and against the wall
- ❖ Last check:
 - Check if all the lights are working
 - Turn lights off before leaving
 - Toilet seat closed
 - Bathroom door closed

If the room needs to be set up for three guests, ensure you place 1 extra large towel over the other large towels and place the extra small towel in a triangle on top of the other small towels.

All hotel rooms

Towel folding

- ❖ Take a small towel
- ❖ Put the towel on a flat surface
- ❖ See pictures



All hotel rooms

Cleaning the drain

- ❖ Take off the chrome lid
- ❖ Pull the water closer straight up out
- ❖ Take out the water bucket
- ❖ Clean the water bucket and water closer
- ❖ NEVER TURN THE OUTER RING! THIS WILL CAUSE LEAKAGE! IF THIS RING FEELS LOOSE PLEASE CALL MAINTENANCE!!
- ❖ Put the water bucket back with the pins on the side of the bucket in line with the gaps
- ❖ Put back water closer
- ❖ Put water in the bucket till it is completely full therefore the sewer is closed off
- ❖ Clean the chrome lid and put it back on in a SO, leave it off in a CO

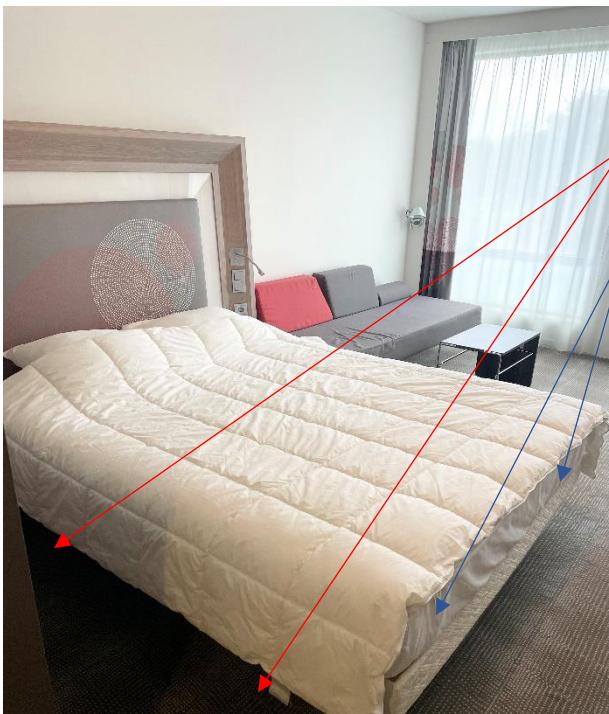


All hotel rooms

Coffee and tea facilities

- ❖ 3 kinds of tea:
 - Earl grey (always in the front)
 - Green tea
 - Fruity flavour
- ❖ 4 sugar sticks
- ❖ 2 canderel/sweetener sticks
- ❖ 4 creamer sticks
- ❖ 2 normal coffee pods
- ❖ 2 decaf coffee pods
- ❖ 4 white paper cups
- ❖ 4 wooden sticks on top of the paper cups
- ❖ For CO rooms, empty the kettle / coffee machine

Make sure all logos are facing upwards and on the same side (so that you can see the word "sugar" and "creamer" on the same side).



Duvet on the length has 7 squares

Duvet on the width has 9 squares

Count squares, most squares across the width!

Some rooms have 11/10 squares

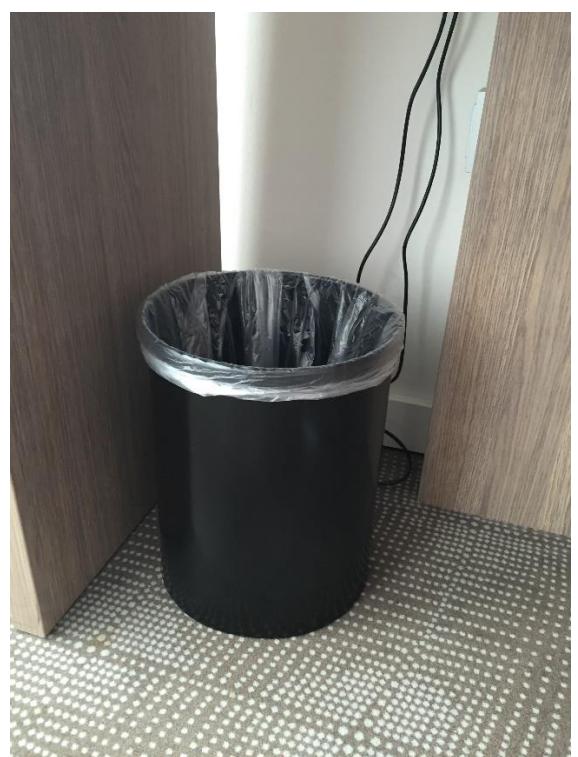
All hotel rooms Bin

- ❖ Put the new bag in the bin
- ❖ Pull the plastic on one side
- ❖ Make a knot on the side and wrap it under the edge
- ❖ Make sure it looks neat (there are different bins in the hotel rooms but all bin bags need to be put in as neat as possible)

DON'T



DO



All hotel rooms Door hangers



- ❖ Put the door hanger always with the "please do not disturb" side facing towards the guest. And the Hotel for Trees (HFT) door hanger needs to hang behind it with the "Hotel for trees" logo towards the guest.

All hotel rooms

The desk area

- ❖ Place the notebook, pen, remote control, and "no smoking sign" as placed on the pictures. Arrange the set-up in such a way, that you leave as much space as possible for the guest (to use the desk).
- ❖ Please note that some rooms have a different set-up.

Examples:



All hotel rooms

Pillows



Opening molton faces away from window



Pillowcase inside out, put your hands inside grab the end corners



Grab the corners of the opening part of the molton



Pull the pillowcase down with one hand while holding the top with the other



Grab the opening parts of cover and make sure corners are filled up at the bottom



Pinch with two fingers in the middle part of the pillow and lift it up



Fold the outside seam towards inside with 1 or two hands



Make a neat looking fold



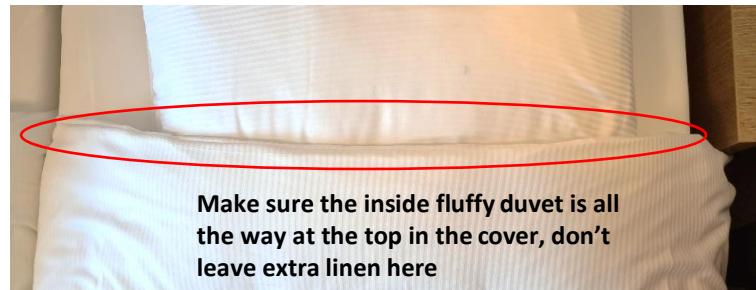
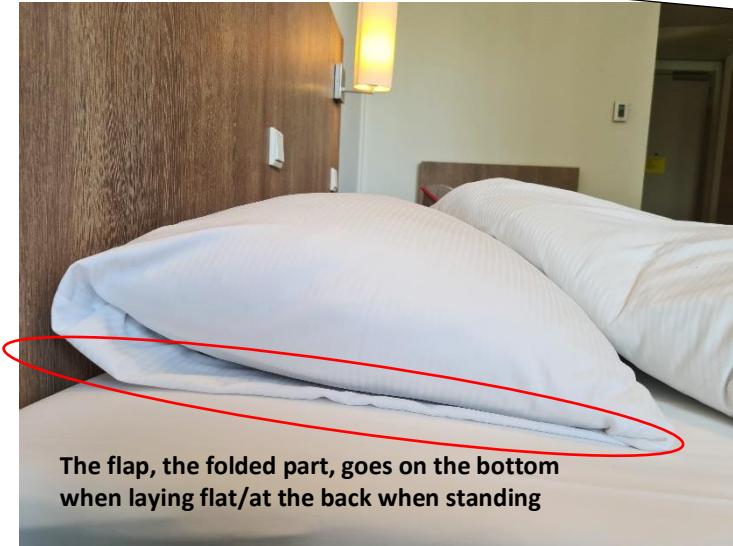
Laying down:
Place the fold facing down and the open sides faces window
When standing up:
Open sides face each other and fold facing the bedboard
Decoration pillows:
Zipper faces down

Move twin beds apart to make each one

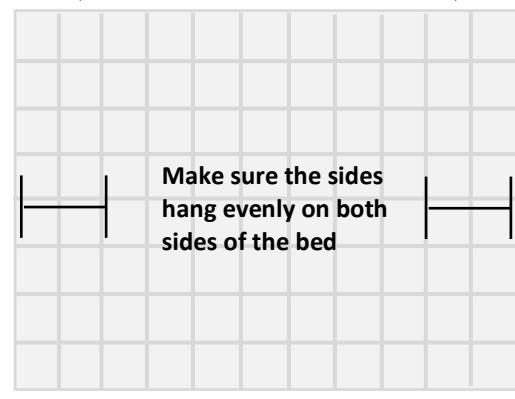


Linen Details

Check for stains and rips in the linen before



Duvet
The long side goes across the bed -- count the squares!



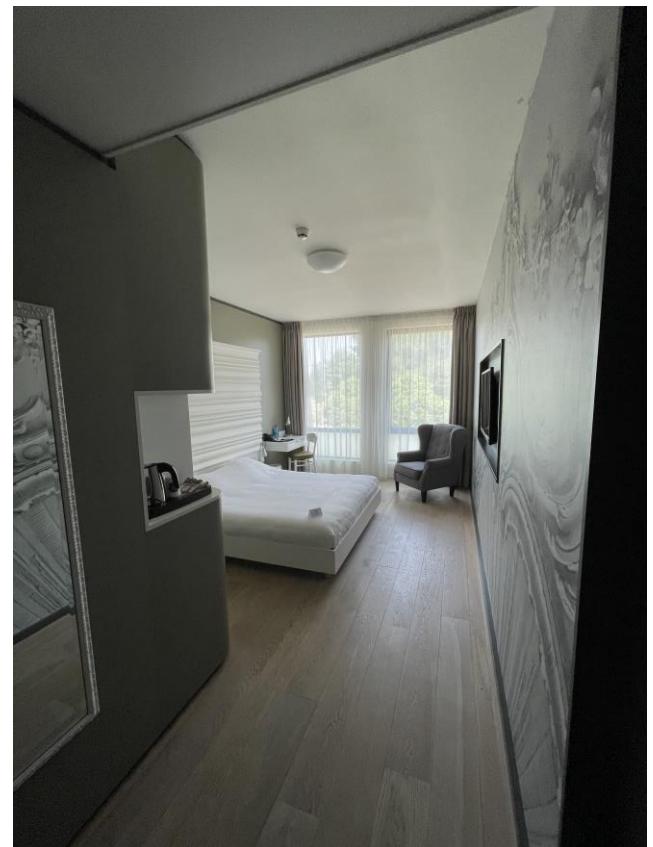
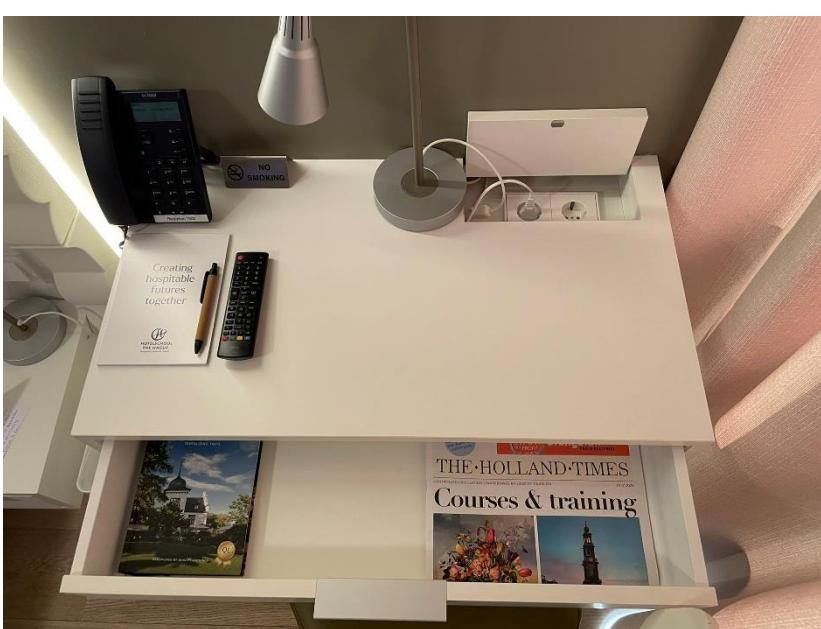
Make sure the sides hang evenly on both sides of the bed

The duvet if possible half way on the pillow and the extra duvet flap at the foot end tucked away under the mattress.

The tag goes at the bottom on the left side
At the 

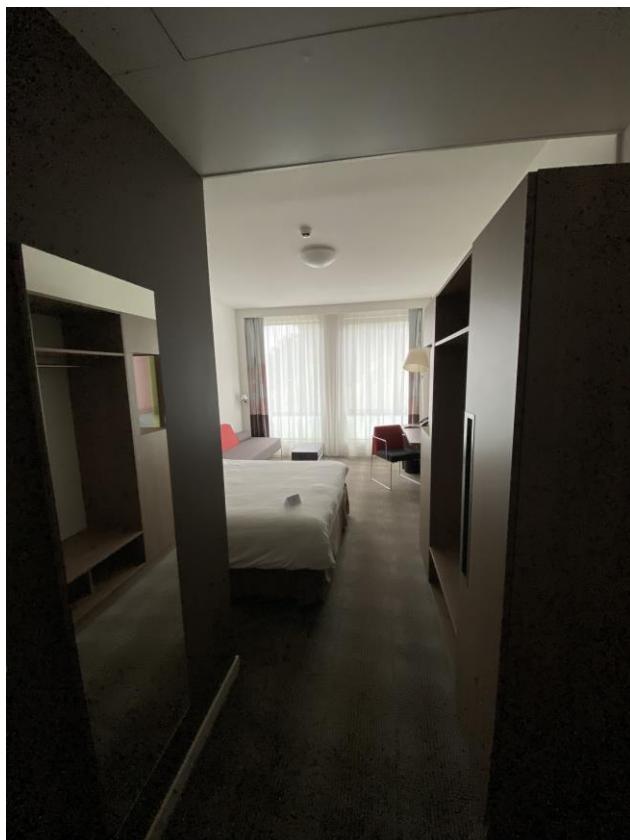
1.01 Hilton ***

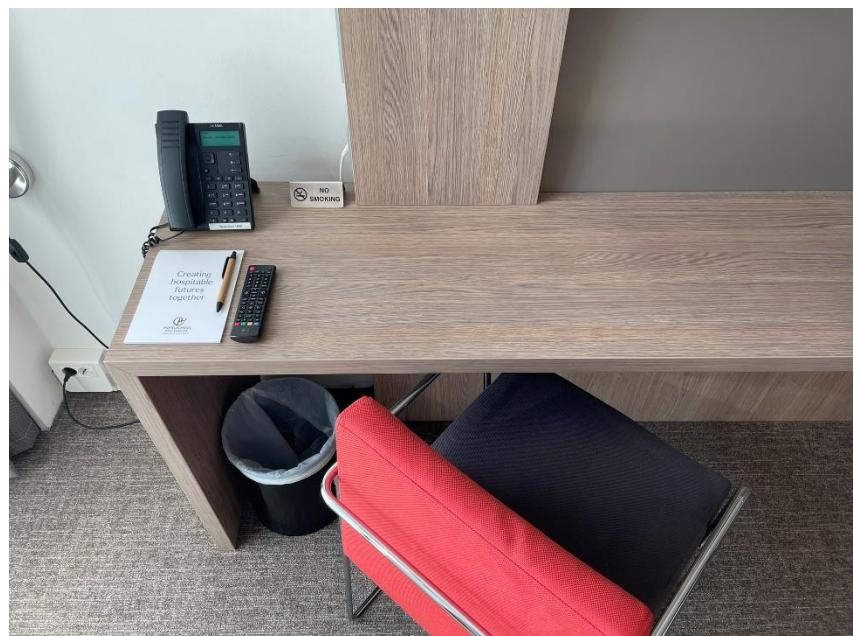
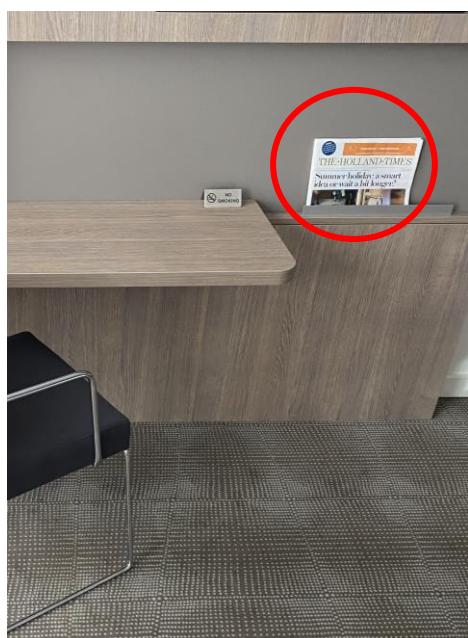
*** Only room where the duvet is tucked in on the sides as well!



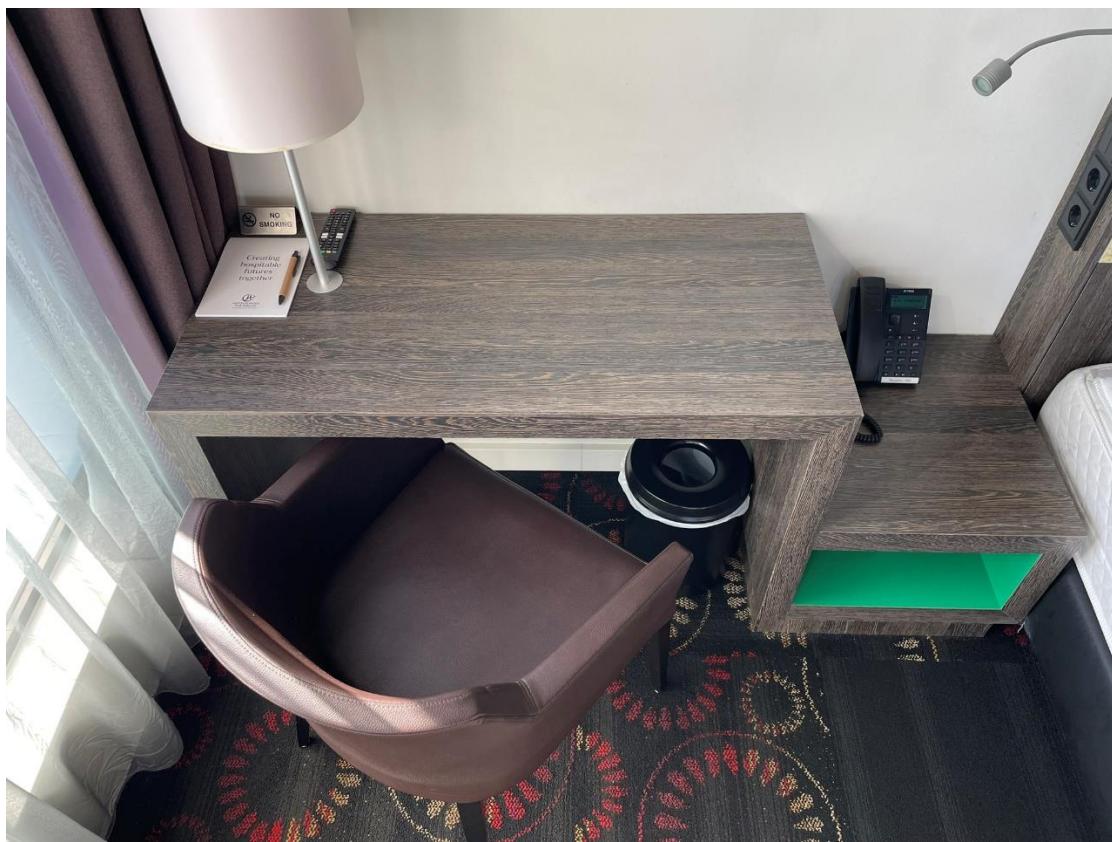


1.02 Novotel



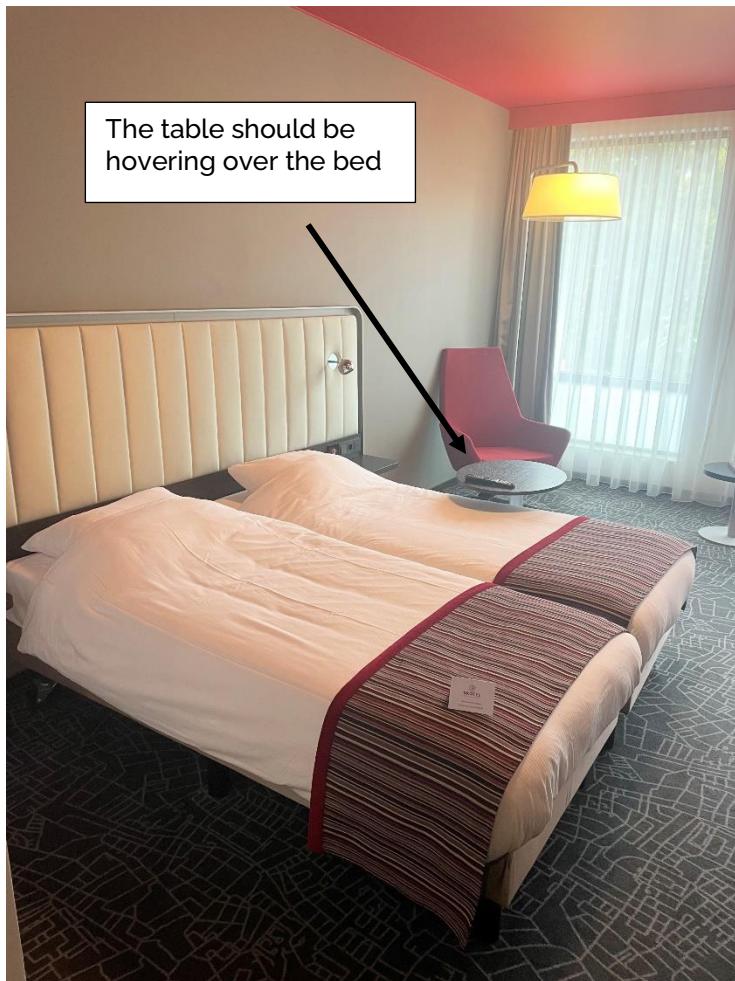


1.03 Hampshire





1.04 Park Inn by Radisson ***





*** This is the only room which has it's own collateral:
notepad, pen, do not disturb sign and 2x water saving cards.

ONLY when extra Bed is needed (booked for 3 persons):



This is the
cushion of the
sofa.



When booked for 3 persons: Make sure to put extra coffee supplies (for 3 persons) and an extra big and small towel.

1.05 Cocomat





This room has 4 curtains, 1 on each side and 2 in the middle.

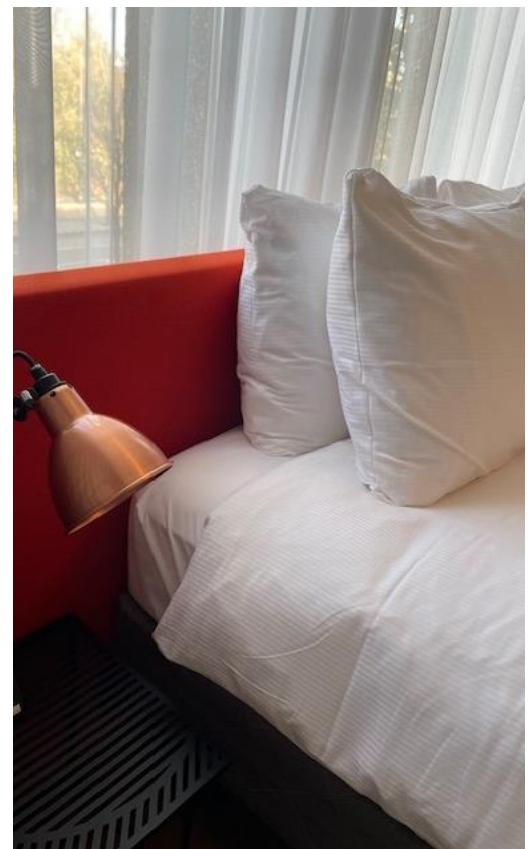


Fold the 2 small towels so that they are square and place them with the closed side to the guest on the white shelf.



1.06 Suit supply ***

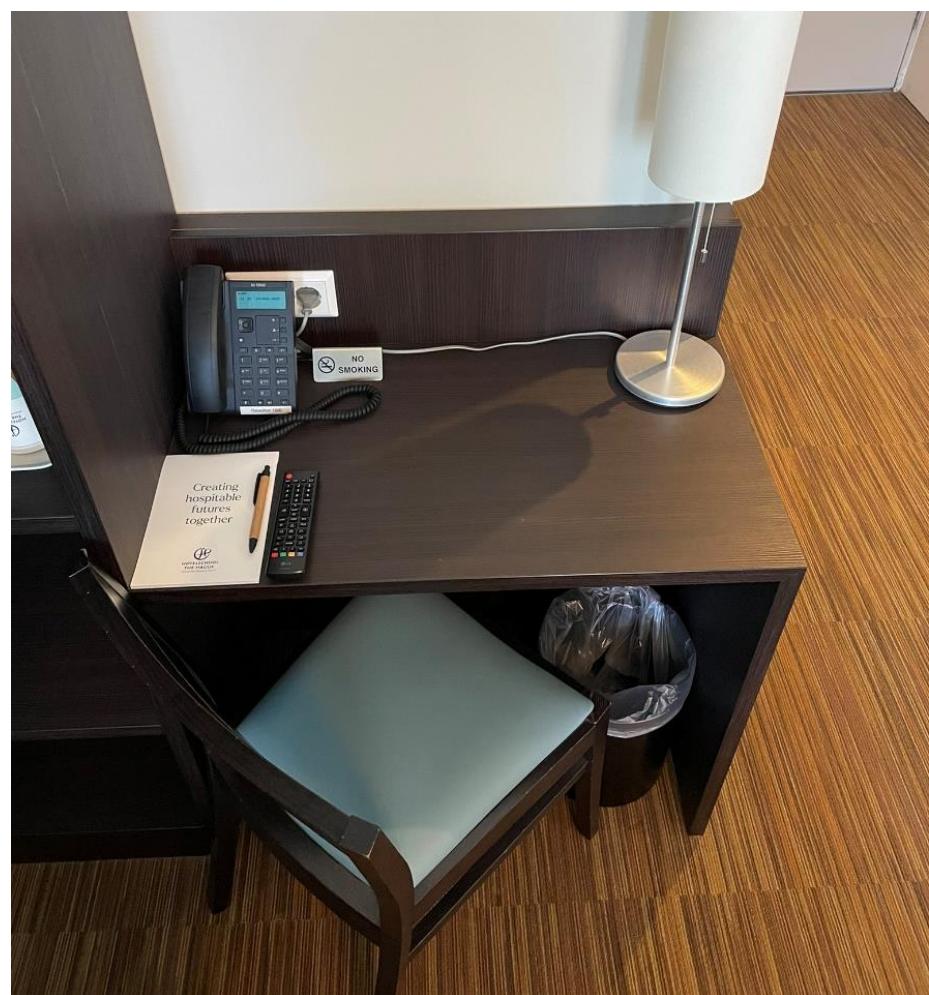
*** King sheets need to be placed with the green colored lines at the head and foot of the bed (so not like all other rooms)





1.07 Center Parcs

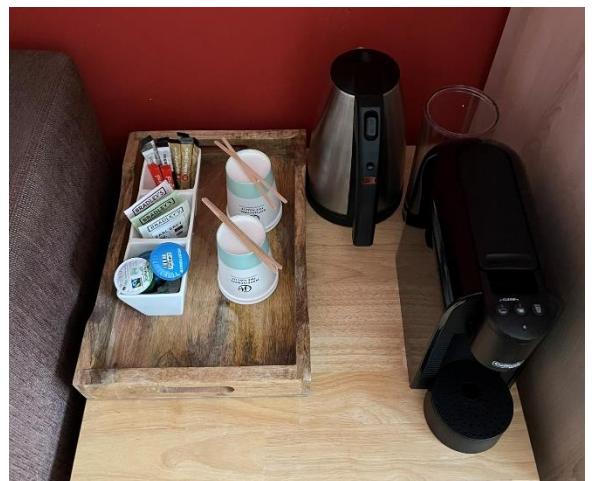
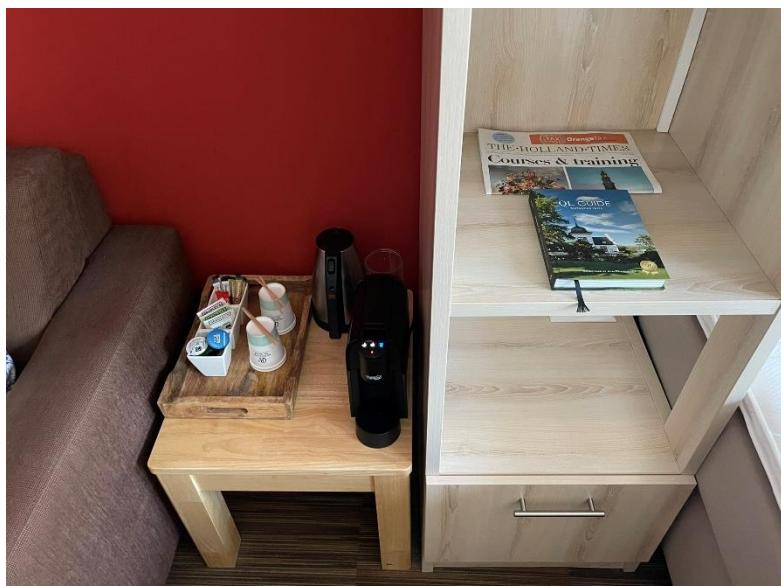


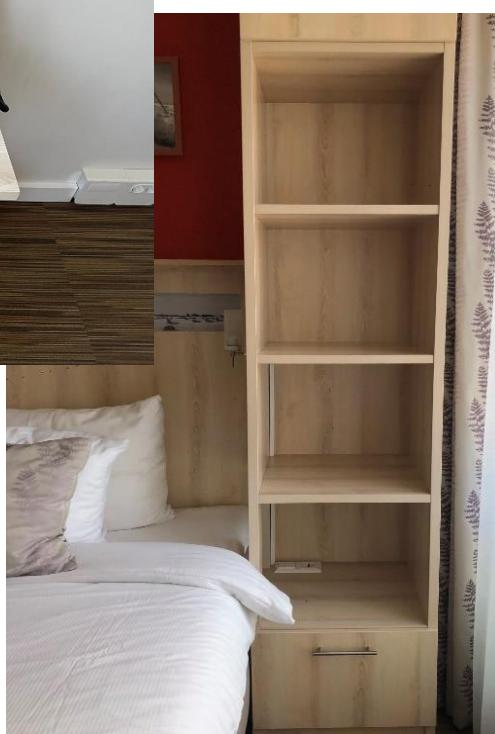
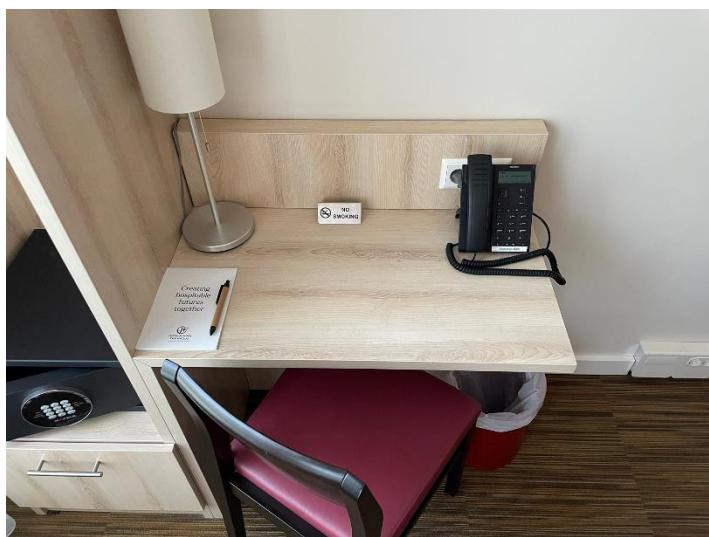


1.08 Pierre & Vacances

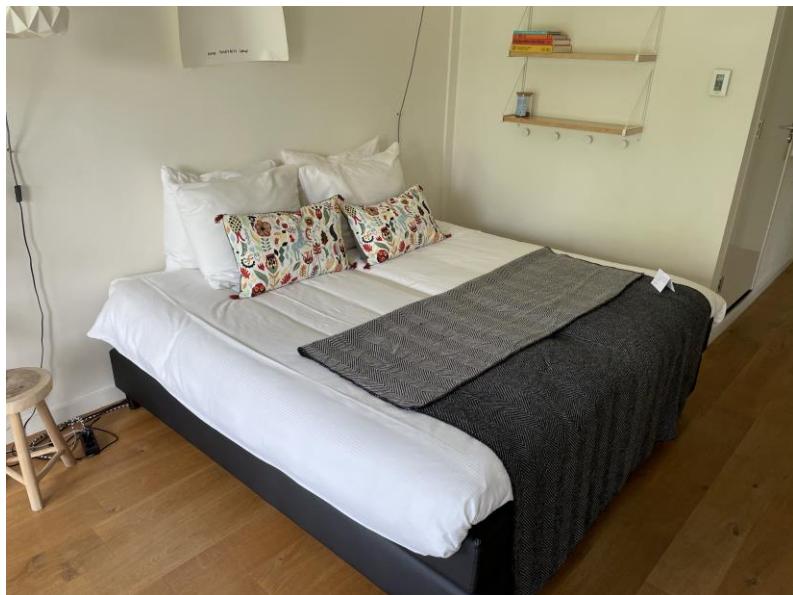


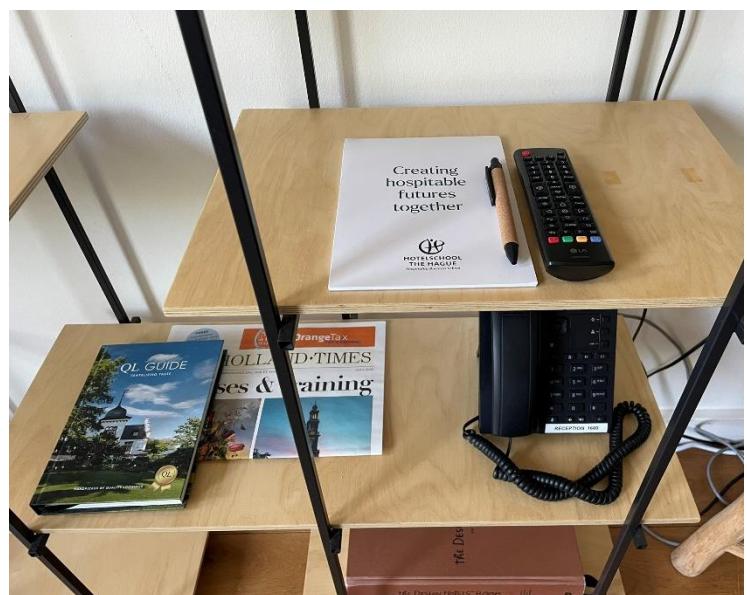
The duvet is very long, so you need to flip it on the top.





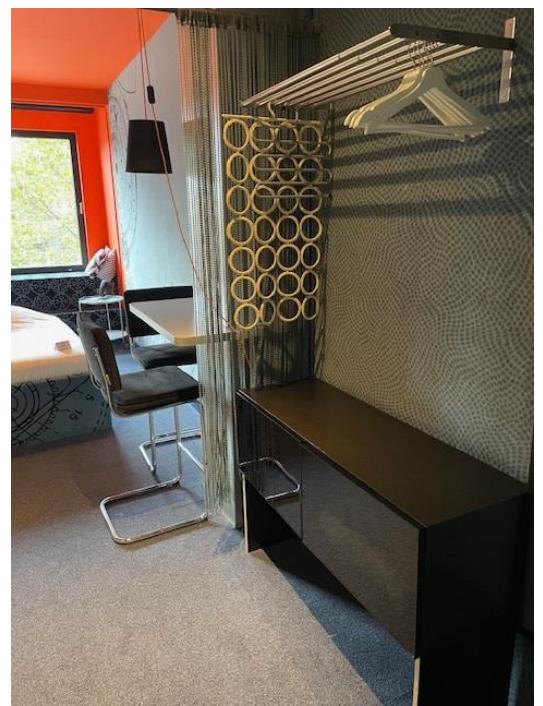
1.09 Good Hospitality Group



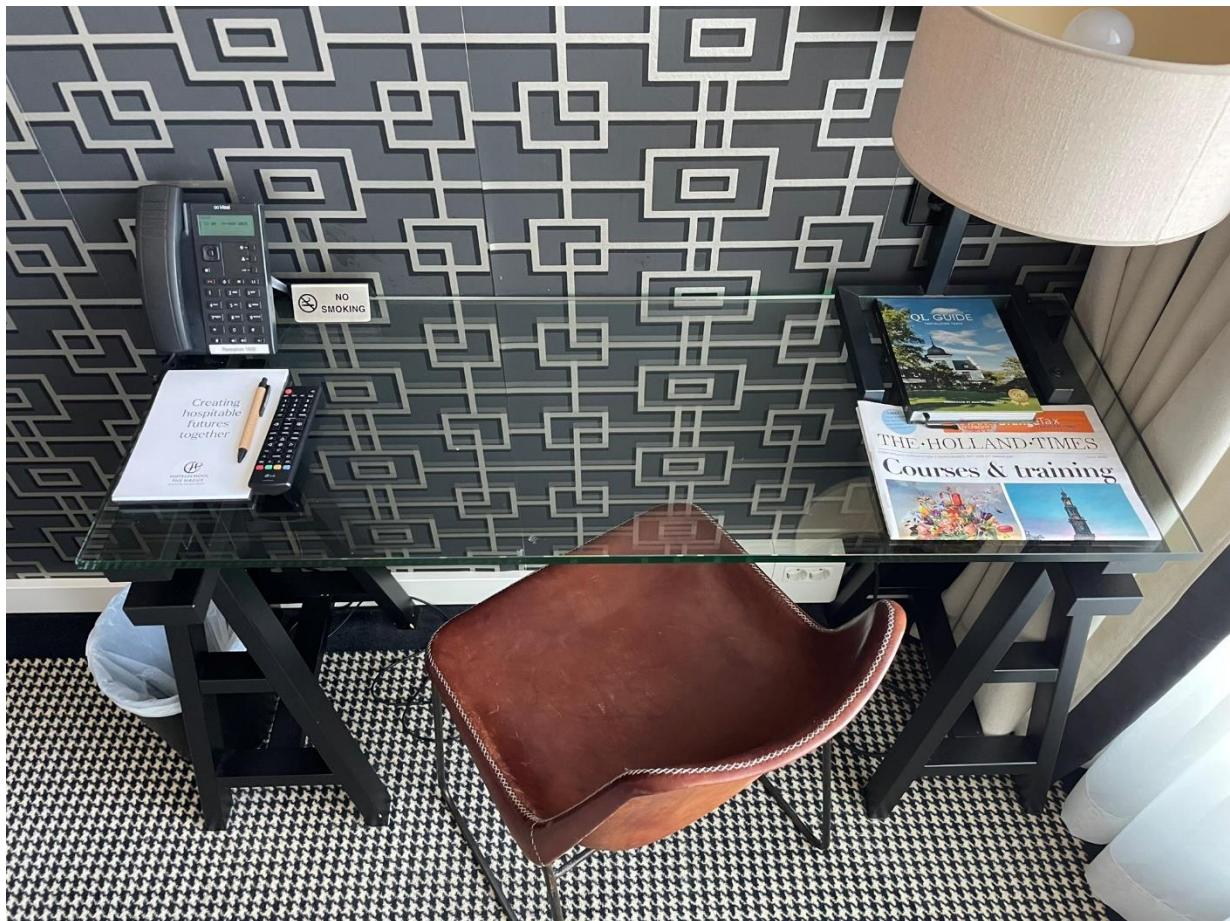


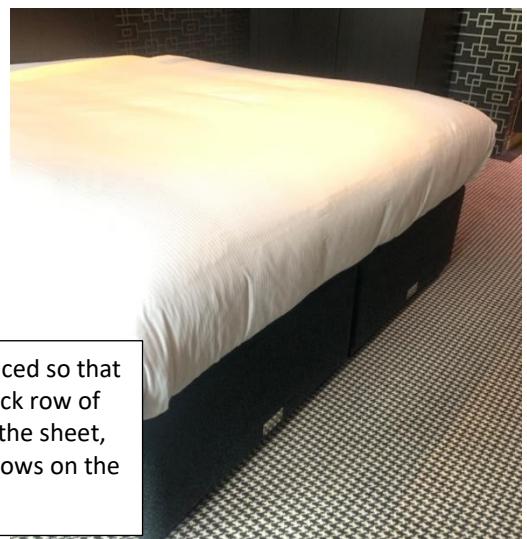
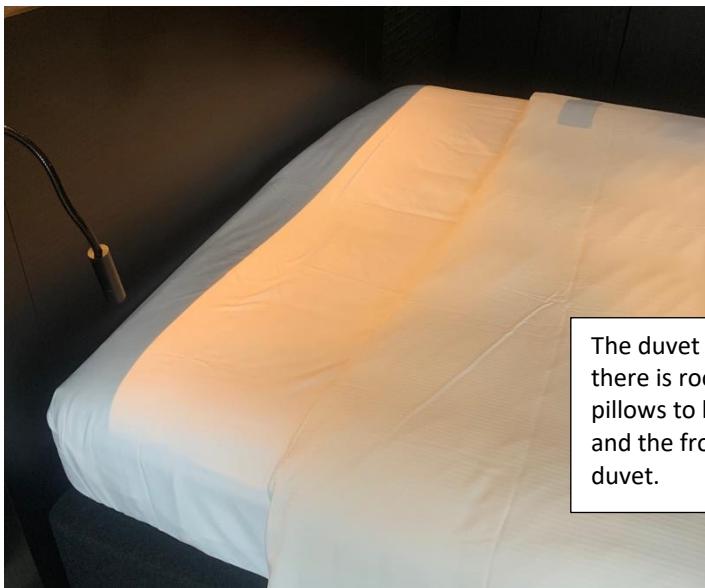
1.10 INCH





1.11 Brooklyn Hotel by Win Hotels





The duvet should be placed so that there is room for the back row of pillows to be placed on the sheet, and the front row of pillows on the duvet.

