



# HOTELSCHOOL THE HAGUE

*Hospitality Business School*

Housekeeping SOP  
Skotel rooms 2<sup>nd</sup> floor

November 2025



Room nr.	Hotel room brand	Sheets	Duvet	Pillows	Extra remarks
HR 2.01	Four points by Sheraton	King	King	2	2 extra pillows in cupboard
HR 2.02	A Loft by Starwood	King	King	2	2 extra pillows in cupboard
HR 2.03	WestCord	King	King	2	2 extra pillows in cupboard
HR 2.04	The Student Hotel	Twin	Twin	2	2 extra pillows in cupboard
HR 2.05	Leonardo	Twin	Twin	2	2 extra pillows in cupboard
HR 2.06	Leonardo	Twin	Twin	2	2 extra pillows in cupboard
HR 2.07	Van de Wouw	Twin	Twin	2	2 extra pillows in cupboard
HR 2.08	Sentido	King	King	4	All 4 pillows on the bed
HR 2.09	Stay Now	King	King	2	2 extra pillows in cupboard

Bedsize	Sheets:	Bedsize	Duvet:
King:	Green lining	King:	Small stripes from left to right (with "closed" side towards you)
Twin:	Blue lining	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

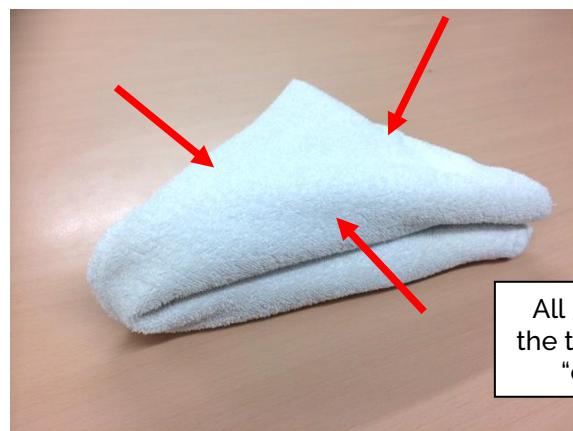
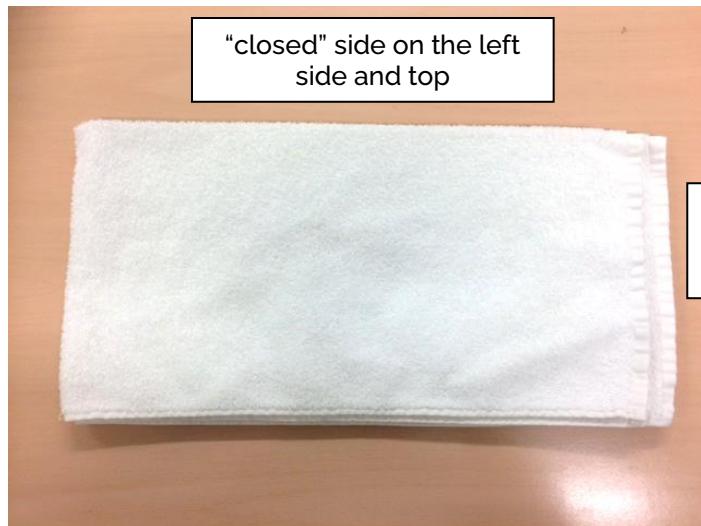
- ❖ 2 small triangle folded towels in the corner on the sinktop with the towel card holder in front of the small towels
- ❖ 2 large towels on the towel rack, closed side facing the door and the mirror
- ❖ 1 bathmat roll, lining on the inside
- ❖ 1 hair & body shampoo dispenser in the shower
  - After 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, the extra small towel is placed 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

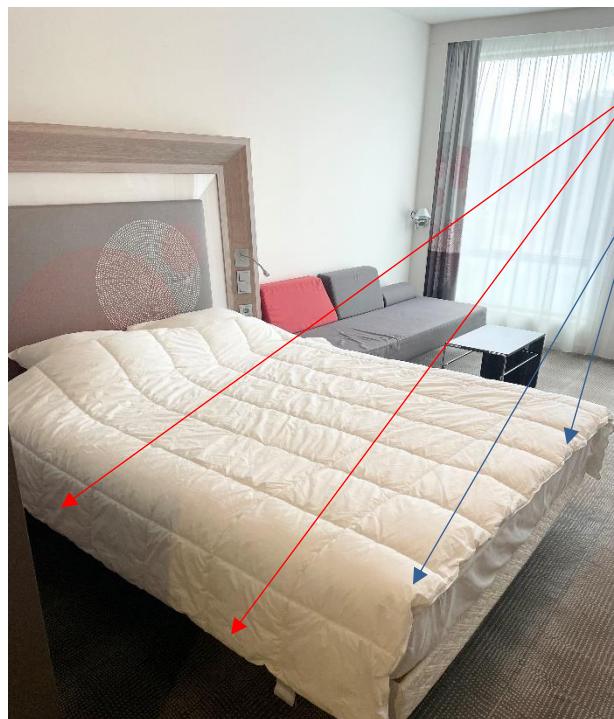


# All hotel rooms

## 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



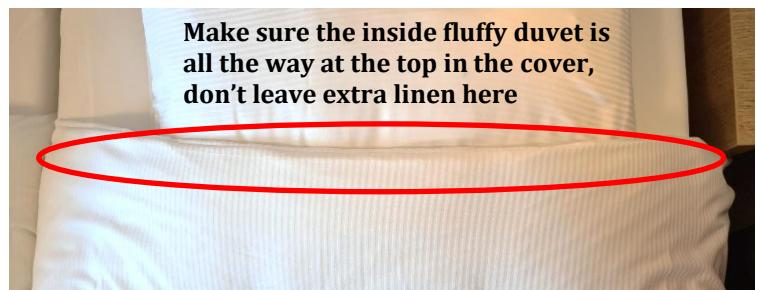
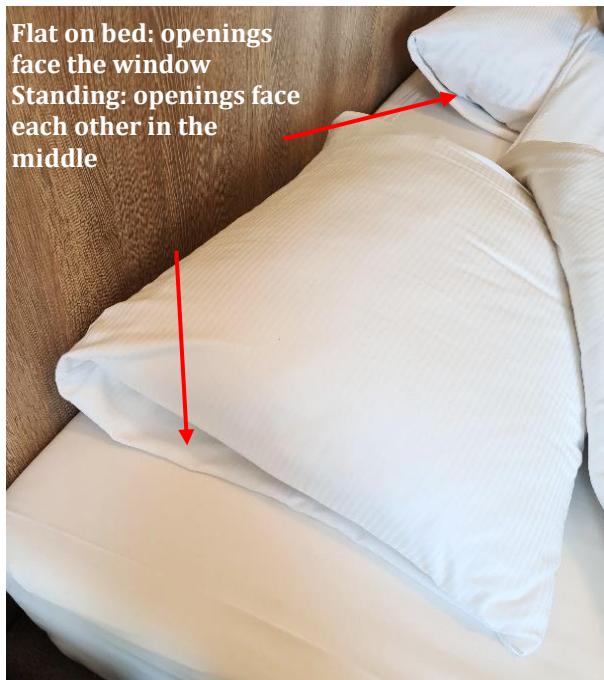
Make a neat looking fold



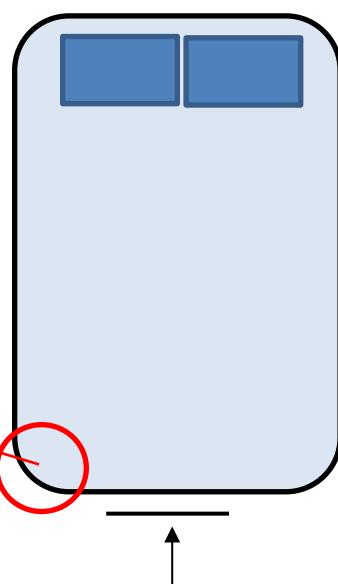
Laying down:  
Place the fold facing down and the open sides faces window  
When standing up:  
Open sides face each other and fold facing the bedboard  
Decoration pillows:  
Zipper faces down

**Move twin beds apart  
to make each one  
separately!**

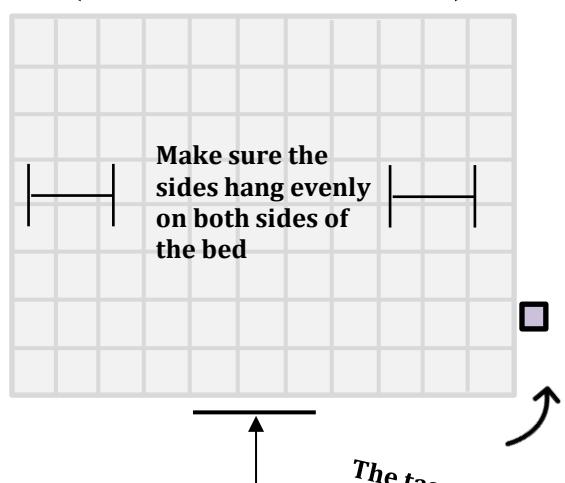
## Linen Details



### The Envelope



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



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



## 2.01 Four Points by Sheraton





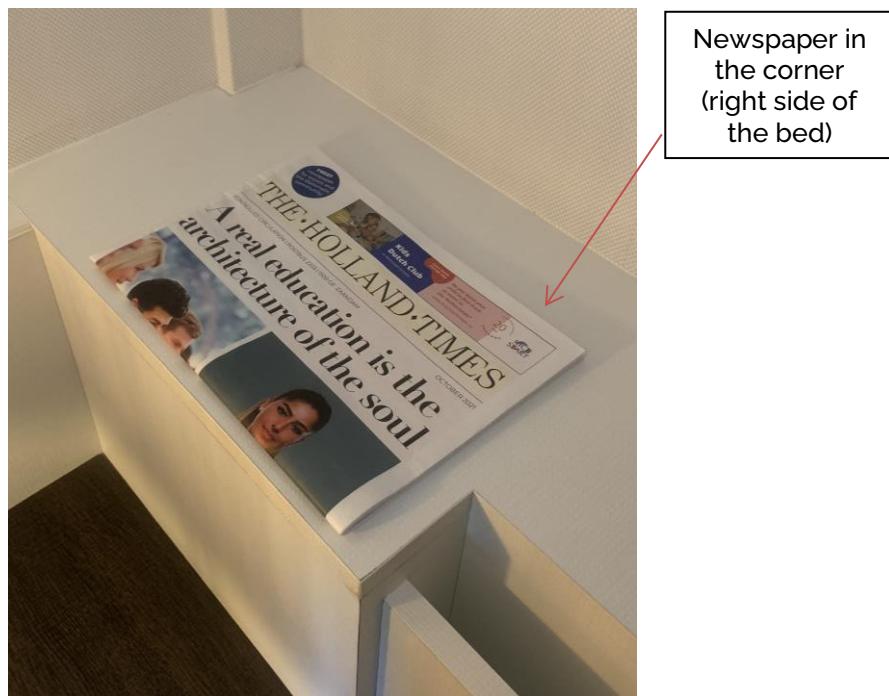
The luggage rack is on the left of the desk.

## 2.02 A Loft by Starwood





## 2.03 Westcord Hotels



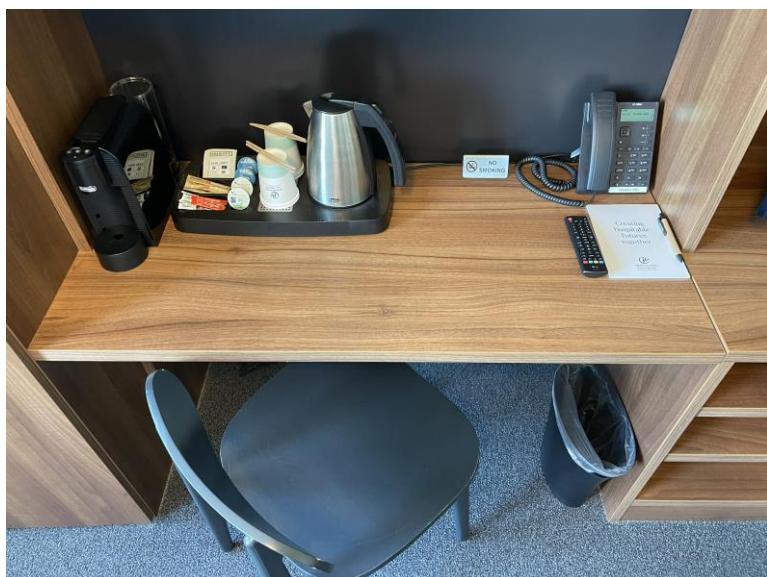


## 2.04The Student Hotel

Leave some space between the 2 beds so that the plug in the wall is visible.



The red puff (small stool) is on front of the mirror.



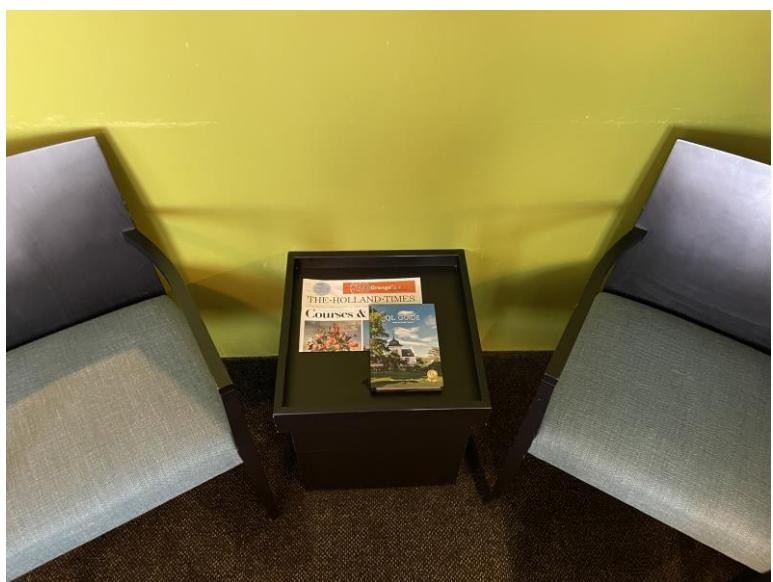
## 2.05 Leonardo





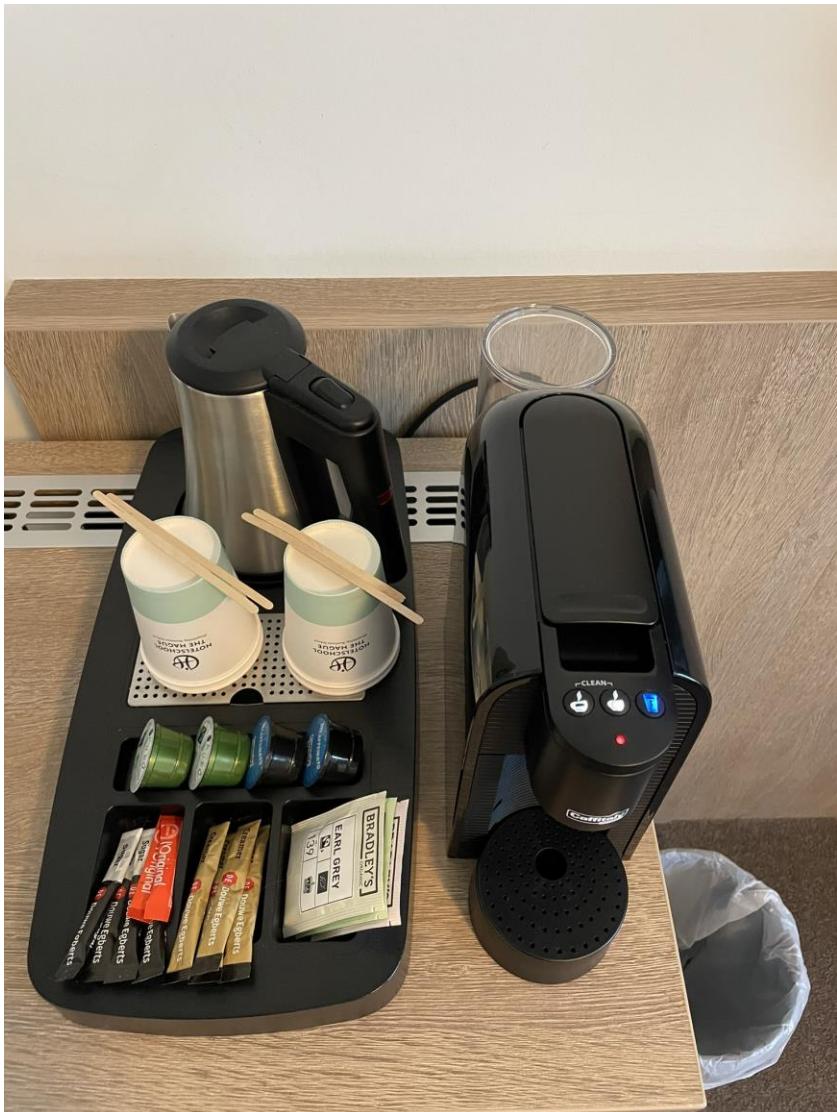
## 2.06 Leonardo





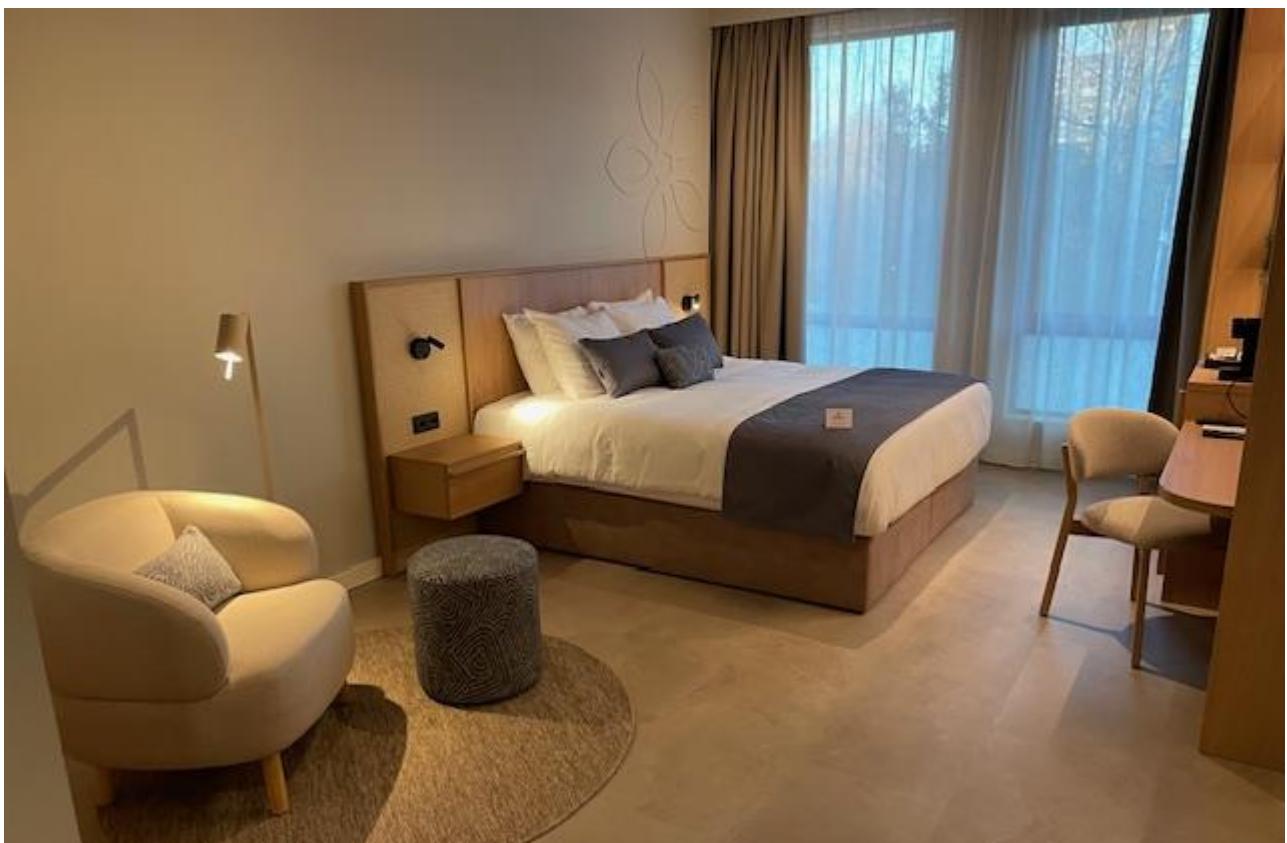
## 2.07 Van de Wouw





## 2.08 Sentido \*\*\*

\*\*\* 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). This room has its own pen with logo from Sentido (in your linen trolley with the HTH pens). And a white bag on the hanger in the hall closet, if not in the room, please find a replacement bag in 1E.





## 2.09 Stay Now



