

SOP 001 : SWEEPING

Notes :

types of broom :

Soft Broom		Hard Broom	
Long handle with a brush Soft bristles	Hand held (Bombay broom)	Long handle with a brush Hard bristles	Hand held (Coconut broom)

1	Hold the broom firmly
2	Keep your body not too straight or too bent.
3	Start from one corner of a room without leaving any gap in between.
4	Reach the corners and underneath furniture.
5	Do not sweep briskly as fine dust tend to raise and settle on furniture, articles and merchandise.
6	Sweep dust to a center and pick it up with a dustpan immediately.
7	While using a dustpan kneel down (one leg) and maintain a good posture.
8	Do not leave little heaps of dust or dust collected in a dustpan open as they tend to be scattered by air.
9	Dump the dust from the pan into a dustpan immediately and close the cover or the dustbin.
10	Periodically check for hair, threads, cloth fiber and stickers stuck to the bristles.
11	After sweeping clean the broom and keep it back in the storage place carefully.
12	The broom has to be kept with the handle down in a broom holder or flat on the floor or rack in the place assigned.
13	The dustpan has to be cleaned and kept back in the storage area and in the place assigned.

SOP 003 : WET MOPPING	
1	Check the mop to be clean before using it.
2	Carry the mop holding it straight and close to the body making sure it does not touch the floor or the ceiling.
3	Rinse the mop in the mop bucket half filled with water and mixed with floor cleaner in the prescribed proportion.
4	Wring the mop neither too dry nor too wet.
5	Spin the mop to ensure the mop threads open and spread evenly on the floor.
6	Stand firmly with your feet spaced 1 ½ feet apart.
7	Mop with a left to right and back motion (zigzag) ensuring no space is left between the zigzags.
8	The mop has to move in equal distance on both the left and right sides.
9	Remember a clean mop CLEANS the floor and a dirty mop dirties the floor.
10	Regularly check for clean water in the mop trolley or bucket.
11	After mopping the mop has to be washed thoroughly and dried before storing it.
12	The mop has to be kept with the handle down in a mop holder and in the place assigned.

SOP 005 : WORKSTATION / CUBICLE CLEANING	
Notes : Items available – Chairs, workstation, monitor, CPU, keyboard, telephone, drawer, glasses, partition walls & top, trash bin, pin-up board or white board.	
1	Clean the floor, if carpeted – clean with vacuum cleaner.
2	Move the chairs from the table.
3	Empty and clean the trashcan.
4	Check under the workstation for cobwebs, dust, tea stains and pay attention to corners and switchboards.
5	Arrange loose paper scattered on the table and arrange them neatly.
6	Dust computer monitor, CPU & keyboard without disturbing any cables.
7	Do not apply any alcoholic substance on workstation as well as PC.
8	Use vacuum cleaner on keyboard.
9	Dust workstation thoroughly by removing every article from the table and ensure each of them are placed back again in their own positions.
10	Dust partition walls and partition wall tops.
11	Use nylon scrubber and all-purpose cleaner to remove the ink marks from the workstation.
12	Dust chairs – backrest, hand rest, chair base dry.
13	Clean glass areas.
14	Check number of chairs required for each cubicle and ensure no excess chairs are left in each cubicle.
15	If cubicle is not allotted remove the phone instrument and hand it over to the supervisor that has to go back to maintenance department.

SOP 006 : GLASS CLEANING

Notes : Check safety procedures (in case of high rise glass cleaning)

- i Stability of ladder
- ii Physical fitness of the housekeeper
- iii Check for fragile items around
- iv A place to keep/hang the glass cleaning accessories

Implements : Feather duster

One bucket half filled with glass-cleaning liquid (Refer SOP 107)

Old newspapers

1	Remove excess dust with a feather duster or a dry cloth.
2	Apply glass-cleaning liquid either with the help of a spray gun or an applicator.
3	Use a glass-cleaning squeeze to clean the surface.
4	Use final touch with glass-cleaning cloth or a newspaper in the left and right directions.
5	Check from different angles for any areas left undone or smudges.
6	Clean the floor of any water spillage and any dust etc.
7	Clean all the tools and equipment used and store them in the place assigned.

SOP 007 : STAIN REMOVAL	
1	Take two sponges and two containers, one containing soapy water and other fresh water.
2	Wipe the stain with the lather of the soap solution using the sponge in circular motion.
3	Take the other sponge, dip in fresh water wring and wipe the area clean.
4	Take care, as not to wet the surface.
5	Take care, as not to drip water in adjoining areas.
6	Do not disturb any other activity.

SOP 008 : SCRUBBING	
1	Use scouring powder, soap oil or all-purpose cleaner for scrubbing.
2	For mechanical cleaning use a scrubber/drier
3	Replace water, squeeze, swabbing cloth and scrubbing brush in place.
4	Simultaneously, do scrubbing and pulling of dirty water to avoid dirty marks to remain.
5	Care to be taken as not to slip and also to destroy items.
6	Use a brush where machine cannot reach.
7	Clean every area in an orderly fashion to avoid any place to be missed out.
8	After scrubbing & drying are done, mop the whole place using fresh water & then dry mop the same.

SOP 009 : CASH/SECURITY COUNTERS	
1	Remove all the items (such as packing materials, papers, etc.) from the counter and dust it with a feather duster.
2	Replace the removed.
3	Scrub the steel surfaces. (Ref. SOP No. 008)
4	Remove the items in the wooden racks.
5	Clean the wooden racks in the counters, first with a wet cloth and then with a dry cloth.
6	Replace the removed.
7	Clean the cash drawer as step 5.
8	Clean the piling machines, computer and its peripherals. (Ref. SOP No. 005)

SOP 010 : AIR CURTAINS / A/C GRILLS	
1	Clean the fins, blades and grills of the A/C with a soft brush.
2	Wipe the top portion of the body with a sponge and soap oil.
3	Wipe it with a wet cloth to remove the residual soap.
4	Then wipe it dry with a soft yellow duster.

SOP 011 : ESCALATORS / STEPS	
1	Clean the dust on the escalators using a feather duster and a dustpan.
2	For removing the stuck up dust, take a barrister brush and placing the dustpan horizontally against each step, brush the dust into the dustpan.
3	If there are any oil stains, moisten the barrister brush with soap oil and scrub the area.

SOP 012 : CARPET CLEANING	
Notes : Carpets can be cleaned daily and periodically.	
1	Do daily cleaning by using a brush and dustpan.
2	Hold the dustpan inclined towards the carpet and with brisk strokes, collect the surface dust in the dustpan.
3	Do this in an organized pattern, one area after another.
4	In other cases, use a vacuum cleaner.
5	In case of carpet shampooing, if it is done manually, put carpet shampoo into steaming hot water and stir continuously to work up a thick lather.
6	First vacuum clean the carpet, which needs to be cleaned, once or twice and then apply the lather on the carpet in quick, brisk strokes, in opposite direction of the piles.
7	Do this one area after another and then blow dry.
8	Do mechanical carpet shampooing using sophisticated machines.

SOP 013 : VENETIAN BLINDS	
1	Dust the Venetian blinds with a feather duster.
2	Take a dry red cloth and wipe the closed Venetian blinds
3	Take a wet cloth and repeat the above.
4	Wipe the closed Venetian blinds with a dry cloth.
5	Turn the Venetian blinds open and remove the surface dust with a feather duster and repeat steps 2, 3 and 4.
6	Do not apply too much pressure on the sheets; otherwise they may loose their shape.

SOP 014 : BATHROOM/TOILET CLEANING	
1	Open the door and switch on the lights and the exhaust fan. If there is a ventilator open it for bad odor (if any) to leave the room.
2	Look for cobwebs on the ceiling, corners and under sink areas.
3	Flush the washbasins, washing closets and urinals.
4	Wear rubber gloves.
5	Apply toilet cleaner preferably on dry surface and leave it for 5 minutes.
6	Clear the dustbins.
7	Clean the washbasins, washing closets and urinals inside and outside with a brush ensuring that even under the rim is cleaned.
8	Clean the seat, seat cover, flush tank, taps and other fittings.
9	Sanitize the walls, washbasins, urinals, washing closets, seat, seat cover, flush tank, taps and other fittings thoroughly.
10	Brush and scrub the walls first and the floor next attending the corners.
11	Using a duster wipe dry walls, washbasins, urinals, washing closets, seat, seatcover, flush tank, taps and other fittings thoroughly.
12	Remove water from the floor using a water pusher and mop dry the floor completely.
13	Replace towels, liquid hand wash, toilet rolls etc.
14	Report to the supervisor for electrical and plumbing maintenance if any.

SOP 015 : TROLLEYS	
1	Turn the trolley upside down.
2	Remove the stuck hair and threads from the wheels.
3	Remove the wheels.
4	Clean the inner portions of the wheels and the shaft with a dry cloth.
5	Apply grease to the shafts and replace the wheels.
6	Turn the trolley to the correct position.
7	Wipe the body of the trolley with a dry cloth.
BASKETS	
1	Wipe the whole body of the basket with a cloth dipped in soap oil.
2	Wipe the whole body of the basket with a cloth dipped in fresh water.
3	Wipe the whole body with a dry cloth.

SOP 016 : BED MAKING	
1	In this process use three white sheets.
2	Spread one sheet on the bed and tuck it in.
3	Spread the second one from below the pillow level and spread a comforter and then spread the other sheet.
4	Check these to be even and then make into three tucks and tuck on three sides.
5	Dress the pillow with a cover, fluffed up and place it at the head of the bed.
6	Over this spread the beds cover.
7	If it is night service then remove the bed cover and turn out the sheet.

SOP 017 : KITCHEN CLEANING	
1	Sweep the outside area of the kitchen.
2	Clean the doors from outside.
3	Sweep the floor to remove the wasted food particles and litter.
4	Clean the hoods and ducts with soap oil and scotch brite.
5	Wipe the above with dry orange dusters.
6	Clean the cooking ranges by using steel scrubbers.
7	Then wipe dry with orange dusters.
8	Scrub the cooking ranges with soap oil and scotch brite.
9	Then wipe dry with orange duster.
10	Scrub all the work tables and those under the counters with sabena, water and scotch brite and wipe dry with orange duster.
11	Clean the grooves of sliding doors with painting brush and ensure the corners are reached.
12	Clean the fans and exhaust fans with soap oil and a wet orange duster.
13	Clean the glass doors/windows. (Refer SOP No. 006)
14	Clean the fridges using soap oil and a wet orange cloth and then wipe them dry with orange cloth.
15	Sweep the floor. (Refer SOP No. 001)
16	Scrub the floor. (Refer SOP No. 008)
17	Mop the floor. (Refer SOP No. 003)
18	Then scrub the compound. (Refer SOP No. 008)
19	Sweep the areas where grinding, and butchery work is done, by moving the movable articles aside and then replace them. (Refer SOP No. 001)

20	Then scrub the floor and mop it, by moving the movable articles aside and then replace them. (Refer SOP No. 008 and 003)
21	Do the steps 19 and 20 for the areas where freezers are kept.

SOP 018: COLOUR CODE	
Notes : Use all implements as per the color code	
1	BATHROOMS AND TOILETS
2	INDOOR AREAS
3	OUT DOOR AND PUBLIC AREAS
4	COMPUTERS, KEY BOARDS AND TABLE LAMPS
5	ALL GLASS SURFACES
6	COFFEE MACHINES
7	FOOD AREAS

SOP 019 : UPHOLSTRY CLEANING	
1	Clean any sofas, curtains as the carpet is. (Refer SOP No. 012)
2	Do the dry cleaning and vacuum cleaning.

SOP 020 : GARBAGE CLEANING	
1	No dustbin should have more than a couple of papers or dust at a time.
2	Clean it from time to time.
3	Wash the dustbin and wipe it dry.
4	Collect the garbage into a larger bin or cover and dispose it in the specified manner and place.

SOP 021 : COB WEB CLEANING	
1	Do this when there is no guest.
2	Spread either newspapers or polythene sheets on the articles that accumulate dust and resume cleaning.
3	Take care as not to damage light fixtures, glass articles, etc.
4	After cobweb clearance, dust all the articles, nearby.
5	Clean every nook and corner.