



# STANDARD OPERATING PROCEDURE HOUSE KEEPING DEPARTMENT

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## **PREFACE**

Mangupura, 16 November 2022



Greetings from Care and Love Corporation,

First of all, we would like to thank to Ida Sang Hyang Widhi Wasa (God Almighty) for the completion of this standard operating procedure. This guidance book is based on the owner's experience in hospitality industry, which aims to help young people who want to work in hospitality industry, especially in Katak Tepi Sawah Villa, Restaurant and SPA.

**CEO**

**CARE & LOVE CORPORATION**

**I Nyoman Sudiartawan, S.S**

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## 1. PERSONAL TOOLS STANDARD

- Walk in Talkie
- Mobile Phone
- Note Book
- Pen
- Guest information List
- Cleaning Equipment
- Room Completeness Check List

## 2. WORKING STEP IN HOUSEKEEPING AND PUBLIC AREA

- 1 Doing Observation in HK outlet, take a note for any concerning remarks which is not according to standard and logic
- 2 Clean, Mise and plus in all outlet in public area (parking area, lobby, entrance, restaurant lounge, toilet, garden, pool, spa, gym, steam room, yoga, room, store)
- 3 Check cleaning tools (carry cady) based on SOP
- 4 Start to clean depend on the station in the priority area according to the operational
- 5 Find out for the guest info (check in, check out, guest name, guest activities and guest preference)

## 3. CLEANING EQUIPMENT

1 Carry Cady	<b>Cleaning Chemical :</b>
1 Duster	Glass Chemical
1 Wood Broom ( for Bed)	Wood chemical
1 Wood Brom ( Big)	Stainless chemical
1 Wall Brush	Floor chemical
1 Toilet Brush	Toilet Bowl Chemical
1 Canebo ( for glass)	
1 Napkin ( for wood furniture)	
1 Napkin ( for stainless furniture)/1 broom	

1 Floor Squizer

1 Glass Squizer

1 Dus Pan

1 Mop

2 set hand gloves

1 Garbage plastic ( Medium)

**Additional Amenities**

Air Freshner

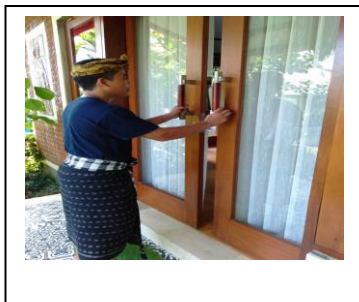
Mosquito Poison

Baygon

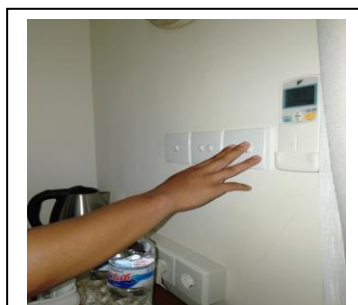
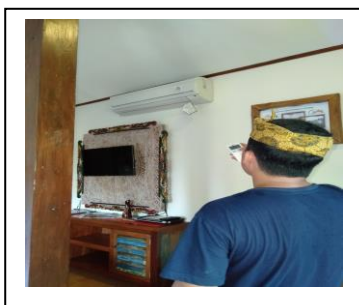
**4. CLEANING ROOM PROCEDURE**

OBSERVE – NOTED – CLEANING – STANDARIZED – DOUBLE CHECK

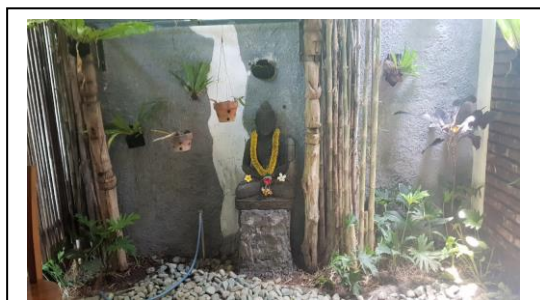
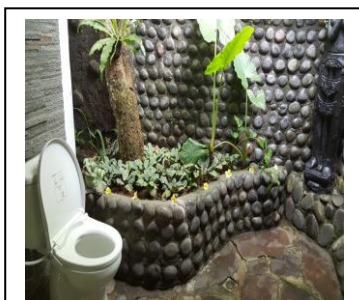
1. Open the door, window and curtain



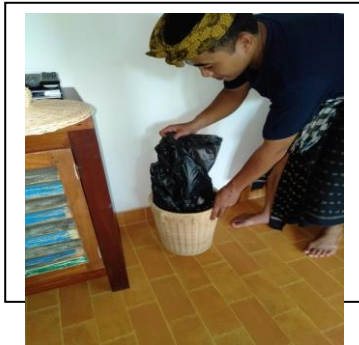
2. Turn off the lights and air conditioner(AC).



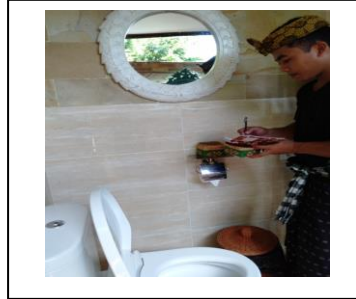
3. Wateringg plants in the room's garden



4. Collect rubbish and all of the dirty linen

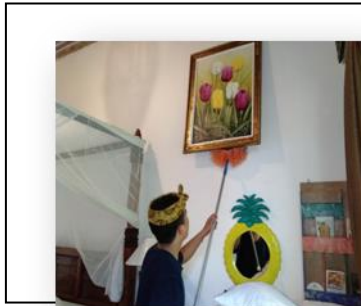


5. Check and make note of the all area of the room, bath room, garden start from facilities, amenities & mini bar



6. Prepare cleaning tools and chemical

7. Begin cleaning from the ceiling, walls, equipments, and furniture



8. Glass Window, Glass Door, Mirror Cleaning Procedure

- Prepare the tools and chemical such as window squeezer, Kanebo, rag for wooden, glass chemical spray (Cling), wood polish (Pledge)
- Spray the glass chemical to the glass surface
- Rub with the sponge on the squeezer



- Wipe down with the wiper on the squeezer
- Wipe the excess chemical with Kanebo
- Spray the wooden part (frame) with wood chemical
- Wipe with rag for wooden



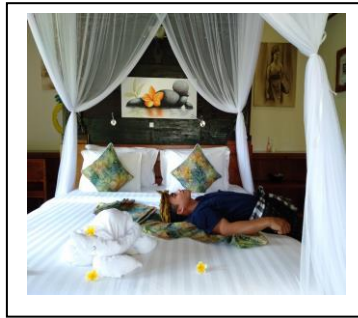
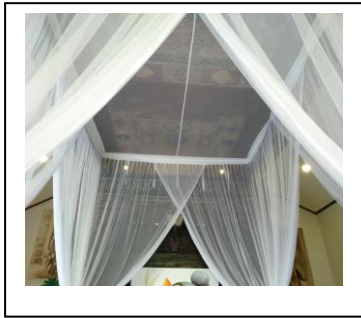
9. After stainless & glasses are cleaned, bring out the soil dirty linen and set up new linen



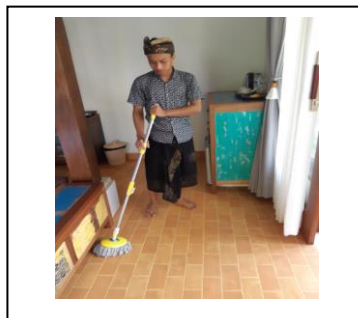
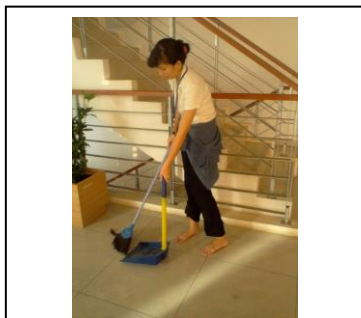
10. Refill all of the missing room amenities and facilities



11. Lie on the bed to check the cleanliness of the mosquito net



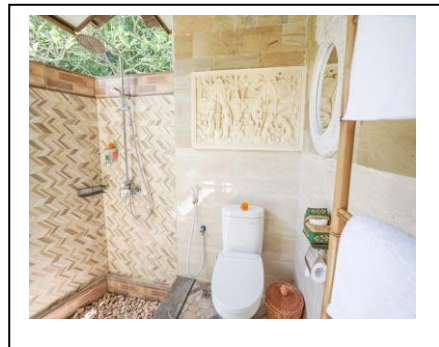
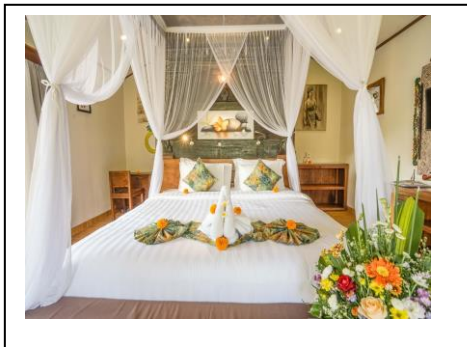
12. Start cleaning the floor



13. Arrange rooms according to Kts Villa standard

14. Creates some beautiful decorations on the bed.

15. Make sure all areas are neat and all cleaning equipment and the chemicals are not left inside the room.



16. Re-check cleanliness of the room after cleaning

17. Re- check compltenes room amenities & facilities use **Room Completeness Checklist**

## 5. CLEANING BATHROOM PROCEDURE

1. Prepare all of the cleaning equipment for cleaning the toilet (broom, dustpan, mop, squeeze, cloth, etc).

2. Prepare the chemical for cleaning the toilet (glass cleaner, floor cleaner, toilet bowl cleaner)
3. Take out the toilet garbage and refill new garbage plastic
4. Clean ceiling, toilet bowl, sink and mirror
5. Refill the hand soap in the hand wash sink area.
6. Refill toilet paper and hand towel tissue
7. Place at least one extra tissue toilet in each toilet.
8. Mop the toilet floor and put the caution sign to notify the floor is dry.
9. Place a clean and dry toilet mat by the toilet entrance.

### Stainless Steel Cleaning Procedure

#### ATTENTION :

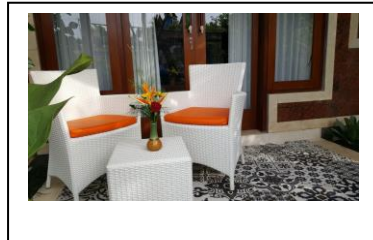
- For stainless steel equipments such as water faucets an shower head use the stainless chemical.
- Avoid putting the chemical bottle on wooden surface or floor. Do not spill the chemical as it could stain.
- Daily cleaning stainless only use hot water and cleaning cloth and rub the stainless carefully
- For the hard stain: Prepare stainless chemical, toothbrush, rag, mask and hand gloves
- Wear the hand gloves and mask
- Dip the toothbrush into the stainless chemical
- Brush the stainless until the stainless clean from spots
- Wipe with rag



## 6. ROOM SET UP STANDARD

### Balcony Set Up

- Set up the table of the balcony ( each room has different style of balcony)
- The signboard should be filled up with the name of the guest who will check in.
- Umbrella ( di keluarkan saat musim hujan, saat musim kemarau disimpan di walldrobe)
- D & D sign/ do not disturb sign hanging at the door
- Astray
- Mosquito stick place ( tempat baygon)

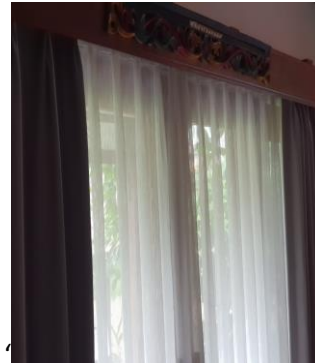


### Curtain Set Up

Afternoon standar



Night Standar



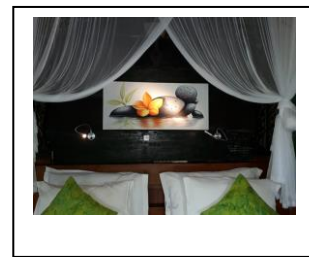
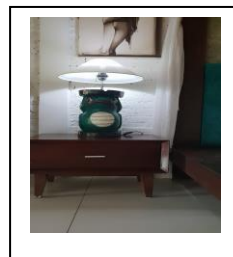
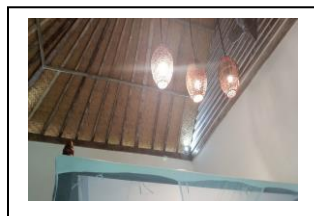
### Indoor Sofa Set Up

- Chair Spans
- Sofa pillows ( according to the type of Sofa)
- Flower Vas ( Fresh flower)



### Lighting Standard

- Room lamp is white (10- 15 watt)
- Toilet lamp is white (10 – 15 watt)
- Terrace lamp is yellow ( 3- 5 watt)
- Slepping lamp is yellow
- Reading lamp is yellow/



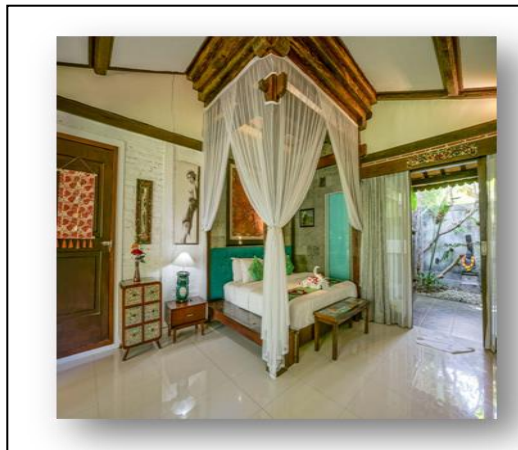
### Bed Set Up

- 1 Bed, 1 Bed Protector, 1 Bed Cover, 1 Duvet, 1, Bed runner, 1 Mosquito net
- 2 Large Pillow, 2 Medium Pillow, 2 Throw pillow
- Bed decoration from bath towel and flower

- Welcome letter
- Birthday/Anniversary letter



### Mosquito net set up



### Room Garden Standard

- Clean area
- Watering garden once a day
- Replace old plant



### Air Conditioner Standard

- The air conditioner must be on for 15 minutes before prior the guests arrival into the room, with the temperature of 16 degrees Celsius.



### Television Standard

- Television should be on prior the guest arrival \
- KTS activities FD (volume 15). It is played when guest check in
- DVD
- 1 CD Movie Romantic, 1 CD Movie War, 1 CD Movie Horror



### Mini Bar Standard

- Mini Bar must be complete in accordance with KTS minibar standards



#### Cutleries

- 2 dinner plates
- 2 napkins
- 2 dinner spoons
- 2 forks
- 2 dinner knives



<b>Coffee &amp; Tea Set</b>	
1 bottle water + sign 2 water goblet , 2 cups + 2 saucers 2 tea spoon 1 Bottle opener	1 water heater, 1 sugar bowl 4 sachet tea bag 4 sashet white sugar 4 sachet brown sugar 4 sachet creamer 1 wood tray



<b>Drink Consumption</b>
2 beers, 2 diet coke, 2 normal cokes, 2 sprites, 2 ginger ale, 2 tonic water, 2 soda water



<b>Fruit Consumption</b>
<ul style="list-style-type: none"> <li>- 3 types of local fresh fruit</li> <li>- Fruit Tray</li> </ul> <p>* for guest check in only</p>

**Wardrobe Standard**

- 4 Regular Hangers
- 4 Clip Hangers
- 2 Kimonos
- 2 Slippers
- 1 Safety book ( Open condition)



## Operating Safety Box

- Make sure the battery
- If the safety box in lock press button 1234# ( villa pasword)
- Note : if the code 1234# can not work call the staff, please
- Once open, press the small button inside of the safety box to reset new code for pin
- Then start to press four digits of number as your private code
- Press symbol # or \*
- Try your code once again until sounds ” beep” at the green light under “ready” word
- Your safety box ready to use
- If there any code was wrong, let our staff know the issue, then we will help to open the safety box and reset the pin

## Room Administration

- KTS Information Book
- Pen
- Note Book
- Photos Frame



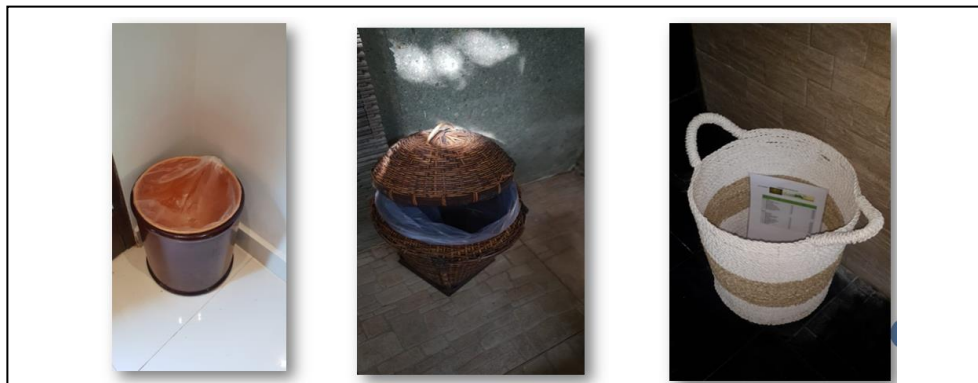
## Sign Standard

- D & D Sign ( put in front of the door)
- Water Refill Sign ( put in the plastic bottle)
- Towel Sign ( hang near towel)
- Safety box sign ( in KTS information book)
- Mini Bar price list ( in KTS Information Book)

- Laundry Price List ( In laundry basket )
- Wifi Card ( in KTS Information Book )
- Brochure ( in KTS Information Book)
- Comment Card (in KTS Information Book)
- Menu & Drink List (in KTS Information Book)

**Basket Standard**

- 1 Garbage bin in the room ( with plastic)
- 1 Garbage bin in the toilet ( with plastic)
- 1 Laundry Basket ( with laundry price list)



**Room Amanities Standard**

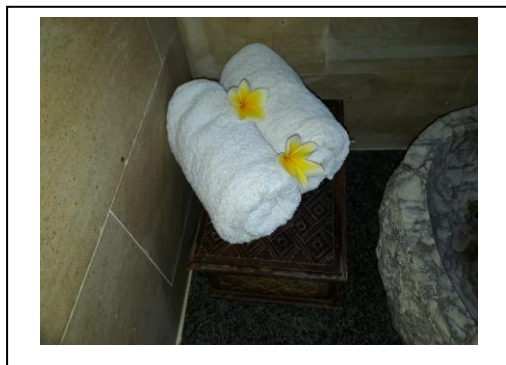
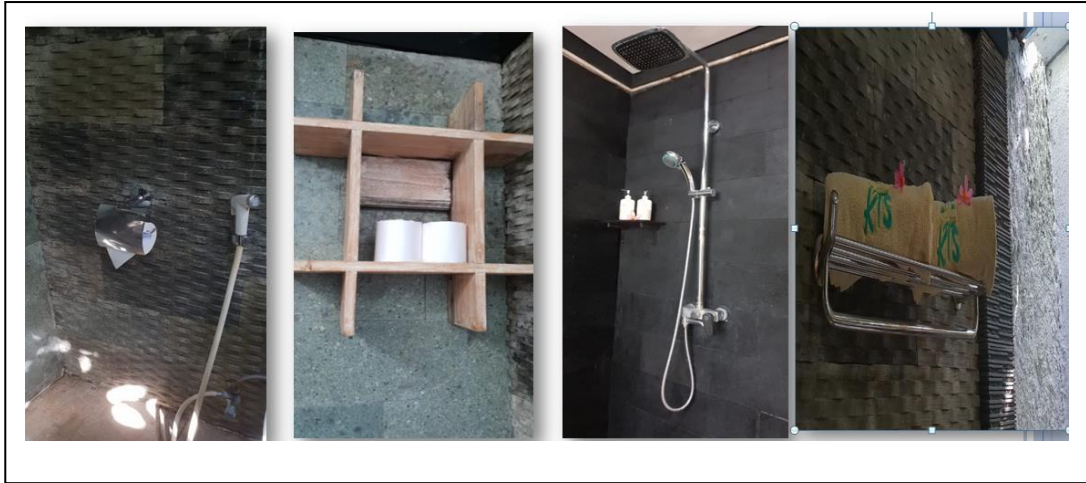
- 1 Flower vase
- 1 Room fragrances (essential oils)
- 1 Candle
- 1 Mosquito repellent ( must be on when guest check in)
- 1 Mosquito lamp electric
- 1 Mosquito sprey





## 7. AMENIETIS (BATHROOM) STANDARD

- 1 Hair drayer ( guest request)
- 2 Old Fashioned glass
- 1 Plastic Bottle ( with sign)
- 1 Tray ( for places the glass)
- 2- 3 bath towel ( as animal towel when guest check in, next day just put 2 towels)
- 2 Mat towel ( Near room door and toilet door)
- 2 Hand Towel
- 2 Toilet pepper
- 1 Hand towel tissue
- 1 Toilet pepper place
- 1 Bottle gel Shampo
- 1 Bottle gel Soap
- 1 box ( for places amenities)
- 2 Sanitary bag ( put in the box)
- 2 Shower cap ( put in the box)
- 2 Dental Kit ( put in the box)
- 2 Body Lotion ( put in the box)
- 2 Cutton Buds ( put in the box)



## 8. GUEST CHECK IN PROCEDURE

1. Double check all amenities and facilities use room check list
2. Spread air refreshner 15 minutes before guest check in

3. Turn AC 15 minutes before guest check in
4. Turn on the TV with KTS Activities movie 15 minute before guest check in
5. Make sure the phone / walki talki is on , to get information about the guest from front office
6. After received info from the front office
7. Pick up the guest in the lobby

**Pick Up ( Language Expression)**

*Welcome to KTS Villa “*

*“Good Morning/ Afternoon, Mr. John*

*“ Allow me to introduce myself or introduce my self, I am Sudi, I am as your house keeper”)*

*“ Let I bring you to the your sweet room or your dream room”*

*“Let I make sure amount of your luggage and than allow me to bring it to your room”*

*“Follow me please”*

8. Bring the guest luggage to the ( after get permission from the guest)

**On the way ( Language Expression)**

*“ How are you/ how was your flight/ How was your day ?”*

*“Is this your first time come to Bali?”*

*“Where you come from?”*

*“Which part of (guest country come from)”*

*“Do you have any plan activities for your holiday in Bali?”*

*“ Do you have any special occation for your holiday, Mr. John?”*

9. Guide the guest to the room
10. Explaining room name

*“This is your room with the name is .... Galaxy. Welcome to your dream sweet home. ( Explain about the room). The name of galaxy driven from the name of the celebrity cruise ship. Because our owner had worked here. “*

*“Allow me to explain about your room, actually our resort is the same operating with the other villas around the world even more simple.”*

11. Explaining switch lamp

Room lamp

Reading lamp

Sleeping lamp

12. Explaining room facilities

*“This is TV & DVD, we do not provide TV Chanel but we have provided CD movie.”*

*“This is the air condition remote control”*

13. Explaining walldrobe

*“For safety box we keep in the wall drobe, you can put important things while you stay with us.”*

14. Explaining minibar

*“We do have minibar completed with set cuttleries, cup, tea, soft drink and beer. Just information the drink product is charged. For the price list you can check in the KTS Information book here”*

*For the mineral water we provide refill water. You can ask the staff here or refill the water by your self in our cooking class, gym and bar*

15. Explaining KTS Information Book

*“We have Information Book for your reference to know about our villa “*

*“ For wifi information you can check in the book”*

*“ The information that available here are short profile KTS, Yoga, SPA, Cooking class, Trekking, Tour, Guest activities, Gift Shop, Drop & Pick up price list, Minibar price list, Animal Information, Sign, drink list & menu”*

16. Explaining Bathroom

*“ Here is the place for amenities “*

*“ If you want to change your towel just put on the floor. We will change with the new one”*

*“We have extra toilet paper in the small box”*

*“For the shower this is for the hot and this is for the cool”*

*“This is the laundry basket. Put your laundry here. We do have laundry service with extra charge just put note or inform one of our staff here if you want laundry service.”*

## 17. Explaining Additional KTS Product

### **Restaurant Outlets**

*“ We do have room service, we provide menu from two different great restaurant. Such as Seduk restaurant location in our villas and Captain’s table restaurant location in Canggu, close to the beach. You can order at Seduk restaurant from 8.30 am – 10 pm and order from Captain’s Table from 11.30 am – 10 pm. We provide special menu here, for more detail menu you can visit two of our Restaurant. If you want to visit our second restaurant ( Captain’s Table We will escort you to Captain’s Table Restaurant freely. For ordering and booking, Please, call our receptionist or our staff here. “*

### **Internal information**

*“ Just for your information our resort concept is care and love. Meaning we are care to the God creation such us human being and environment”*

*“ We do have 14 villas, with different room categories, two public swimming pool , gym, steam, yoga shala, Spa , restaurant & bar.*

*“We do have another restaurant close to the beach. It is Captain’s table restaurant “*

*“We do have activities such as cooking class, yoga, making offering, BBQ night with the staff.”*

*“In regard for the transportation we provide bicycle , motorbike, car with the reasonable price.”*

### **Outside information**

*“Our resort is about 15 minutes to the Batu bolong beautiful white sand beach”*

*“Our resort is located in the middle of beautiful famous beach tourism area like Berawa, Echo and Batu Bolong beach”*

*“Our resort is close from famous sunset temple . It is Tanah lot temple , around 25 minutes from here”*

### **Do not leave the guest without any permission and without giving time to the guest asking something**

*“ Do you have any question? If you have any question, Please don’t hesitate to contact me during your stay with us “*

*“ One again My Name is Gusti, I will incharge for your room*

*“ Our room cleaning service it will start after you out from the room and the linen will change every 2 days.”*

*“ If you want us to clean your room please give us sign to the D & D Sign “*

*“Just for infomation because we are in the countryside, the sound of nature ( dog,cat, frog, chicken and geckos) it will be company you during day and evening. We hope the sound of nature make your rest even more romantic in our resort.*

*“ That all my explanation, We wish you have a pleasant stay with us*

**Do not forget to let know phone number of the villa and room attendant who responsibility of the room to the guest. To make easy of he guest to communicate if they need help.**

*“ This is my phone number, you call me if you need something just call me or text me in what’s app”*

**If you meet the guest in Daily**

*Great the guest according to the time. “ Good morning Mr. John, how you enjoy the room?*

*Do you need something for your room?*

*“Where are you going ?”. (“ have a pleasant trip- if gues going somewhere, “ Enjoy your bf, lunch or dinner “ – if the guest going to the restaurant.*

*“ Do you have any plan for today Mr. John?”*

*“ Just for your information we do have.....( update ceremonies, charity activities and so many other”*

## **9. GUEST CHECK OUT PROCEDURE**

1. Make sure one day period guest check out put farewell letter in their room.
2. When chek out time , open doors and windows
3. Check all the area to find the guest items are not left in the room ( check wardrobe, drawers, safes)
4. Info to Front Office to collect the room key and motorcycle key before the guest checked out.
5. Check the mini bar, if the guests consume any products in the mini bar, immediately make a note and report it to the Front Office or cashier before guests leave the villa.

6. Check the KTS properties and facilities, if there's any villa's item are missing immediately make a note and inform to the Front Office before the guests are leave the villa.
7. Check the guests laundry if there are any guests using the KTS villa laundry service
8. Bring guest luggage to Front office (as per the guest's permission)
 

*" Have you check all your belonging before you leave the villa?"*

*" May I bring your luggage to the front office?"*
9. Farwell the guest (goodbye, happy trip/ safe flight to the next destination or home, wish them to come again in the near future)
 

*" Thank you very much for staying with us, we wish you coming back in the near future."*

**" Thank you very much for staying with us, have a pleasant trip home" ( guest going back to their country).**

*" Thank you very much for staying with us, enjoy the rest of your holiday in Bali" ( guest continue to another resort in Bali)*
10. Invites the guest to take pictures and ask the guest to fill the comment on Trip Advisor.
 

*" Before you leave us let take picture to keep our memory in photograph"*

**(If the guest have great comment ).** *" Could you put great review in trip advisor to share your happiness to the world*
11. Double check left over of the guest's belonging after passing through the villa, immediately report and take notes in the Lost & Found log book, find info on group of the Care & Love and save the items in the store

## 10. TURN DOWN SERVICE

- Come to the room at 6pm to turn on the mosquito coil, close the curtain, turn on the lighting, check all the standard setup and complete all the amenities if needed
- Prepare surprise depend on the guest occasion (animal folding towel, birthday cake, flower decoration, picture of the guest, music based on guest preference, pamphlete for special event)
- Knock the door three times and announce yourself as housekeeping (knock knock knock, housekeeping) repeat three times
- If no guest, enter the room carefully with master key and do the above explanation

- If the guest is in their room: We do apologize for disturbing, if you don't mind may I do the turn down service Madam/ Sir?
- If the guest say yes, do the turn down service according to the explanation above.
- After finish say : Thank you very much Madam/ Sir. Have a wonderful night, also informing the guest about the event like tea time/ buffet night.
- If the guest say no, you can say: Thank you very much Madam/ Sir. Have a wonderful night, also informing the guest about the event like tea time/ buffet night.