



Hotel SOP Template

A hotel standard operating procedure (SOP) is a written instruction for how a task is performed, so the result is the same whoever does it and whichever shift they are on. Use this template to write an SOP for any task in your property, from room turnaround and check-in to room service, bar closing, and maintenance response. Replace the prompts with your own detail, then have it reviewed and approved before use.

How to use it: fill in the header, complete each section, and keep the revision history up to date. Keep each SOP to a single task. Print and complete on paper, or build the same SOP as a digital checklist in GoAudits so staff complete it on mobile with photos and sign-off.

SOP header

SOP title		SOP number	
Department		Version	
Prepared by		Effective date	
Approved by		Review date	

1. Purpose

State what this procedure achieves and why it matters (for example, to deliver room service orders accurately and at the correct temperature within the promised time).

2. Scope

Define which roles, shifts, and areas the SOP applies to, and anything it does not cover.

3. Responsibilities

List who performs the task, who supervises it, and who verifies the standard was met.

4. Equipment and materials

List everything needed before starting: uniform, trolley or tray setup, tools, consumables, systems access.

5. Procedure (step by step)

Write each action as a short, numbered step in the order it happens. Use instructions rather than descriptions. Add a photo wherever the standard is easier to show than describe.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

6. Standards

Describe what 'done correctly' looks like. Include the reference photo or presentation standard where the result is visual.

7. Escalation

State what to do when something falls outside the procedure, who to notify, and within what timeframe.

8. Training and sign-off

Note what training is required before a staff member performs this task unsupervised, and how competence is confirmed.

9. Revision history

Version	Date	Description of change	Approved by
1.0		Initial version	

Worked Example: In-Room Dining Order

This filled example shows the template in practice. Adapt the timings, menu, and escalation points to your property.

SOP title	In-room dining order to delivery	SOP number	FB-IRD-004
Department	Food & Beverage	Version	1.0 (eff. 01 / 11 / 2026)

1. Purpose

To deliver in-room dining orders accurately, at the correct temperature, within the time quoted to the guest.

3. Responsibilities

The order taker captures and confirms the order. The kitchen prepares to spec. The server checks the tray against the docket before leaving, delivers, and clears. The duty manager handles any order delayed beyond the quoted time.

5. Procedure (step by step)

1. Answer within three rings. Greet with property name, your name, and offer assistance.
2. Take the order, then read it back in full, including modifications and allergen requests.
3. Confirm room number, guest name, and quote a realistic delivery time. Do not under-quote.
4. Enter the order; flag any allergen request to the kitchen verbally as well as on the docket.
5. Set up the tray or trolley to the presentation standard, with covers on all hot items.
6. Check the tray against the docket before leaving the kitchen. Confirm cutlery, condiments, napkin.
7. Knock, announce 'In-room dining', wait, and enter only when invited.
8. Place the tray where the guest indicates, present the bill, and confirm the collection time.
9. Log the delivery time against the order. Collect the tray at the agreed time.

6. Standards

Hot food above 63°C and cold food below 5°C at the point of delivery. Order matches the docket exactly. Tray presented to the reference photo. Delivered within the quoted time, or the guest informed before that time passes.

7. Escalation

Order running more than ten minutes beyond the quote: notify the guest before the deadline, not after. Allergen uncertainty: do not deliver; refer to the duty manager. Guest dissatisfaction at delivery: collect the item, inform the duty manager, and log it the same shift.

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