

Executive Hosts

Registration Number - 2025 / 578035 / 07

Enterprise Type - Private Company

Cleaning and Restocking Procedure

Standard Operating Procedure - 10th August 2025

Cleaning Procedure

Service Models

- **Luxury / high-touch:** Cleaning **6 days per week** for premium experience and guest control.
- **Cost-aligned schedule:** Custom cadence agreed with the owner to balance costs and revenue.

Area Frequency (minimum standards)

- **Bedrooms:** After each guest stay; **every 3 days** during longer stays.
 - **Bathrooms:** After each guest stay; **deep clean once a week**.
 - **Kitchen:** After each guest stay; **deep clean every 2 weeks**.
 - **Office space (if applicable):** After each guest stay.
 - **Outside areas (if applicable):** After each guest stay.
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CLEANING POLICY

Preparation (Before You Start)

- Put on **fresh latex gloves**.
- **Open windows** for ventilation.
- Switch on **main lights** and **note any damages** caused by the guest.

General Areas

Living Room / Lounge

- **Dust** all surfaces: tables, shelves, TV, baseboards, light switches, skirting.
- **Wipe & disinfect**: coffee tables, remotes, switches, door handles.
- **Vacuum** all floors and under furniture; move light items to clean underneath.
- **Mop** hard floors with disinfectant solution.
- Straighten décor and **fluff cushions**.
- Ensure **TV and remotes work** and are positioned correctly.
- Empty small bins into the large bin; **replace liner**.
- Inspect **windows and mirrors** and clean if needed.

Dining Area

- **Wipe** table and chairs (include chair legs); **dry-wipe** to prevent water damage.
- Move chairs out; **vacuum/mop** underneath; return chairs **centered**.

Laundry Area

- Check **washer/dryer** for any clothes left behind.
- Remove **dryer lint**.
- Wipe **machine tops and counters**; finish with a dry cloth.
- Move light items; **vacuum/mop** underneath.
- **Top up washing liquid** container if needed.

Office / Work Area (If Applicable)

- **Wipe** desk and chairs (include legs); finish with a dry cloth.
- Move chairs; **vacuum/mop** underneath; return chairs centered.

Outdoor Areas (If Applicable)

- **Sweep** floors; remove visible debris.
- **Wipe** tables, chairs, railings, outdoor handles.
- **Clean braai grill** only if used.
- Check for **trash or cigarette butts**.

Kitchen

Wash & Clean

- Check drawers for **dirty items** (knives, forks, bowls, plates).
- Load the dishwasher and **run a wash** if required.
- **Clean:**
 - Countertops
 - Backsplash/tiles above counters
 - Sink and tap
 - Exterior of all appliances (fridge, microwave, oven, toaster, kettle)

- **Check inside:**
 - **Fridge:** remove items, wipe spills, dry surfaces
 - **Microwave:** clean inside and out
 - **Oven:** wipe down if visibly used (light clean unless scheduled)

Touchpoints & Restock

- **Wipe** cupboard handles/knobs.
 - **Restock:** dishwashing liquid, **paper towel roll**, **new or sanitized sponge/cloth**, tea/coffee/sugar (if offered), clean cloths.
 - **Trash:** clear bin, take to outside bin, **replace liner**.
 - **Floors:** vacuum/sweep and **mop thoroughly**.
 - **Coffee station:** clean and **refill if needed**.
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Bedrooms (Repeat for Each Bedroom)

- Check under beds, inside drawers, behind doors for **forgotten items**.
 - **Strip all bedding** (fitted sheet, top sheet/duvet cover, pillowcases) into laundry basket.
 - **Wipe & sanitize** nightstands, lamps, handles, switches.
 - **Vacuum mattress** (monthly or if visibly dusty).
 - **Make the bed** with fresh linen:
 - Fitted sheet tight and tucked
 - Flat sheet or duvet smooth and centered
 - Pillows in clean cases, arranged neatly
 - Clean **windows and mirrors** if needed (focus on the mirror).
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Bathrooms (Repeat for Each Bathroom)

- Remove any **left behind items** (clothes, toothbrush/paste, brush, sponge).
 - **Flush** toilet and apply toilet cleaner; let sit while cleaning other surfaces.
 - **Scrub & disinfect:**
 - Toilet bowl, seat, base, flush handle (check/clear hair on/under seat)
 - Sink basin, faucet, countertop, mirror
 - Shower walls, tiles, floor, curtain/glass door, and drain
 - Bathtub (if applicable)
 - **Polish chrome** (e.g., towel rail) with a dry cloth.
 - **Important:** remove **hair from all surfaces and drains** (shower + sink).
 - **Restock:**
 - 2 rolls **toilet paper**
 - **Hand soap** (fill dispenser)
 - **Shampoo/conditioner/body wash** (if provided)
 - **Towels:** 1 bath + 1 hand + 1 face **per guest**
 - **Mop the floor** and place a **clean, dry bath mat**.
 - Clean bathroom **mirror** if marked.
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Final Setup & Restocking

- **Match layout** with listing photos (cushions aligned, curtains tied back, beds smoothed, towels neatly folded/hung).
- **Restock amenities** as per property list.
- Switch **lights, fans, AC** off unless instructed otherwise.
- Ensure **all windows/doors to outside** are closed and locked.

- Photograph each room/area as per property details.

Completion

- Send “after” photos and the completed cleaning checklist to your supervisor.
- Report any broken items, low supplies, guest belongings.
- Mark the clean complete in the shared calendar or Hospitable app.

Restocking Procedure

Restocking Schedule

- After Every Guest Checkout:
 - Full restock of all listed consumables based on the property type and occupancy.
- Weekly Stock Replenishment (*for long stays or office spaces*):
 - Top-up check if stay exceeds 7 days.
 - Refill mid-stay if supplies fall below minimum threshold.
- Monthly Inventory Audit:
 - Supervisor to count backstock and order bulk restocks as needed.

Standard Consumables List and Restock Quantities

Kitchen

Item	Quantity to Stock Per Stay	Notes
Paper towel rolls	1–2 full rolls	2 if group >2 guests
Dish soap	Re-fill bottle (min 250ml)	Replace if stock bottle under 1/4 full
Sponge	1 new	Replace every stay
Trash bags	2–3 spares	At least one in each bin
Coffee, tea, sugar	Enough for 2 days minimum	Refill canisters or sealed packs
Salt & pepper	Re-fill salt and pepper shakers	Refill if visibly low
Clean cloth	1-2 clean cloths	Clean after each guest stay

Bathroom (per bathroom)

Item	Quantity	Notes
Toilet paper	2 full rolls	More for longer stays
Hand soap	Re-fill dispenser	Replace stock if <1/3 full
Shampoo, conditioner	Travel-size	Optional based on listing
Body Wash	1 travel-sized	Bar or refillable liquid
Towels	1 bath, 1 hand, 1 face per person	Clean, folded, lint-free

1) During Cleaning

- During the final room check, cleaners must inspect all consumables.
- Any item at or below the specified threshold must be restocked before departure.

2) Stock Logging (Hospitable)

- Record in the Hospitable app:
 - Items restocked (what and how many).
 - Items running low in central storage.
- Submit the log before marking the clean as complete.

3) Supply Replenishment

- Weekly collection: Inventory manager or supervisor to collect supplies once per week; or
- Vendor order: Place a standing order every Monday to maintain minimum stock levels (preferred vendors may include Checkers Sixty60).
- Keep proof of purchase and update stock counts after each **collection/order**.

4) Storage Standards

- Store all consumables in a locked, dry cabinet or designated back-room area.
 - No reuse of partially used personal or guest items.
 - Maintain a large, black, lockable “Supply Box” on site for quick-access items (contents below).
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Locked Supply Box — Standard Contents (with indicative packs/pricing)

Prices are illustrative and may vary. Equivalent brands permitted if quality is maintained.

A) Paper Goods

- Toilet paper & paper towels
 - Baby Soft 18 rolls — R150
 - 2-ply paper towel rolls (Woolworths) 2 rolls — R30

B) Pantry / Hospitality

- Tea bags, coffee supplies, sugar and sweetener sachets
 - Hospitality Sachets Bundle Pack (Takealot) — R800

C) Condiments (for refilling shakers)

- Cerebos salt 500 g — R20
- Robertson's pepper 50 g — R50

D) Waste Bags

- Tuffy black bin bags (40 units) — R70
- Clear bags (100 units) — R149

E) Batteries & Charging

- Rechargeable AAA batteries (Duracell, 4-pack) — R270
- Charging block for rechargeables
- Charging cable(s) for any on-site smart devices

F) Spare, Clean Washables

- Spare linen set: bed sheets, duvet cover, pillowcases
- 1× face towel, 1× body towel
- 2× kitchen cloths

G) Cleaner's Supplies

- Washing liquid: Omo 1.5 L — R116
- Dishwashing: Sunlight liquid 1.5 L — R80; Nu-eco powder 1 kg — R80
- Window cleaner: Mr Sheen 1 L — R40
- Surface cleaner: Mr Sheen surface cleaner — R60
- Oven & microwave cleaner: Mr Sheen Heavy Duty 300 ml — R54
- Toilet cleaner: Deep Duck Action — R30
- Bleach: Jik 1.5 L — R45
- Latex gloves: Clicks 100-pack — R210

H) Guest Consumables

- Large hand soap — R50–R70 (brand may vary)
 - Large Sunlight liquid 750 ml — R40
 - Travel amenities (per guest): 2× shampoo, 2× conditioner, 2× body soap
 - 3 Star packs (25 units each, Takealot) — R750
 - Dish sponges: Scotch-Brite (5 units) — R25
 - Laundry washing liquid: Ariel 3 L — R190
 - Dishwasher tablets: Mr Sheen automatic (100) — R360
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Compliance Notes

- Replace like-for-like where possible; substitutes must meet or exceed quality standards.
- Keep the Supply Box locked at all times; key/code with the supervisor or inventory manager.
- Update the Hospitable stock log immediately after restocking the Supply Box.

These Standard Operating Procedures represent Executive Hosts' internal best-practice guidelines at the date of publication. They are provided for transparency and general information only, and may change without notice. They do not form part of any service level guarantee or binding agreement, and Executive Hosts accepts no liability for variations or deviations unless expressly agreed in a signed management contract.