

Executive Hosts

Registration Number - 2025 / 578035 / 07

Enterprise Type - Private Company

Inventory Management Procedure

Standard Operating Procedure - 10th August 2025

1) Purpose and scope

This SOP describes the processes for monitoring, ordering, delivering, and recording consumable inventory for managed properties. It ensures properties are stocked to the agreed standard before guest arrivals, with costs tracked transparently for owner reimbursement.

2) Roles and responsibilities

- **Inventory Manager:** Monitors stock levels, places orders, updates records, and coordinates deliveries.
- **Cleaner:** Checks and records consumable stock levels during turnovers, restocks items on delivery.
- **Owner Liaison:** Provides owners with monthly inventory reports and cost breakdowns.
- **Administrative Support:** Maintains purchase records and reconciles with monthly reimbursement statements.

3) Stock level management

1. Maintain a master list of consumable items for each property, including toiletries, cleaning supplies, kitchen essentials, and other agreed amenities.
2. Set par levels (minimum acceptable quantities) for each consumable.
3. During each turnover, the cleaner checks current stock levels against the par list.
4. Any item at or below par level is flagged for restocking.

4) Ordering process (Checkers Sixty60 strategy)

1. Once restocking needs are flagged, place an order via Checkers Sixty60 for delivery directly to the property.
2. Coordinate delivery time with the scheduled turnover so that the cleaner is on-site to receive and store items.
3. Ensure deliveries are unpacked, checked for accuracy, and stored in the designated locked storage area or cupboards.

5) Delivery and restocking

1. Cleaner confirms delivery contents match the order list.
2. Cleaner restocks guest-facing areas and places remaining stock in the designated storage space.
3. Cleaner confirms completion in the Hospitable app with updated stock levels and, where applicable, photos.

6) Inventory logging

1. All restocking actions and stock levels are recorded in Hospitable for the property's internal record.
2. Each order is logged with date, items, quantities, and total cost.
3. Any missing, damaged, or incorrect items from delivery are reported and reconciled.

7) Purchase records

1. Save all order invoices or receipts as PDFs or images in the property's expense folder.
2. Tag each expense with the relevant property name and turnover date.
3. Maintain a rolling 12-month archive of purchase records for reference and auditing.

4. Include purchase records in the monthly reimbursement statement to owners.

8) Reporting

1. Monthly inventory report is generated from Hospitable, showing items restocked, cost, and date of restocking.
2. Report is attached to the owner's monthly reimbursement statement alongside all invoices.
3. Any unusual usage patterns or cost changes are flagged to the owner.

9) Storage and security

1. All excess stock is kept in a locked storage area or cabinet on the property.
2. Keys or access codes to storage are limited to authorised staff only.
3. Inventory areas are kept clean, dry, and organised.

10) Quality control

1. Items purchased must match the agreed quality and brand where specified by the owner.
2. Substitute items are only purchased if approved or if the specified brand is unavailable and an equivalent quality product is sourced.
3. Expiry dates are checked before restocking; expired items are discarded.

11) Exceptions

- Emergency restocking (outside normal process) can be done from a local store if delivery is not available.
- Special event or seasonal restocking may require higher stock levels; these are planned in advance.
- Owners may request branded or premium consumables; costs are passed through at actual price.

12) Review cycle

This SOP is reviewed annually or when there is a change in suppliers, delivery availability, or owner requirements.

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.
