
1 SOP Title

Housekeeping Complaint Handling SOP

2 Department

Housekeeping

3 Purpose

To ensure all housekeeping-related guest complaints are handled quickly, politely, and effectively to maintain guest satisfaction and protect hotel reputation.

This SOP ensures:

- Fast response time
- Proper coordination with Front Office
- Reduced negative reviews
- Standard handling of complaints
- Clear accountability

Suitable for:

2–3 Star Indian Hotel (30–60 rooms, Mixed Demand)

4 Scope

Applicable to complaints related to:

- Room cleanliness
- Bathroom hygiene
- Linen quality
- Missing amenities
- AC not clean
- Bad smell in room
- Insects / pest issues
- Extra towel / pillow request
- Laundry delay

Applies to:

- Room Attendant
 - HK Supervisor
 - HK Manager
 - Front Office Team
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5 Responsibility

Position	Responsibility
Front Office	Receive & log complaint
Room Attendant	Rectify issue
HK Supervisor	Inspect & close complaint
HK Manager	Escalated cases

6 Step-by-Step Procedure

A. Complaint Receiving Process

1. Complaint may come through:
 - Front office
 - Direct call to housekeeping
 - Guest face-to-face
2. Always respond:
“Sorry for the inconvenience, Sir/Madam. We will resolve it immediately.”
3. Note complaint in:
 - Complaint Register
 - PMS (if available)
4. Inform HK Supervisor immediately.

Response Time Target:

Within **5 minutes** acknowledgment.

B. Handling the Complaint

1. Minor Complaints (Dust, towel, amenities, smell)

1. Attend room within **10 minutes**.
2. Carry required items.
3. Apologize again politely.
4. Rectify issue immediately.
5. Ask:
 "Is everything fine now?"
6. Inform Front Office after closure.

2. Moderate Complaints (Dirty bathroom, linen issue, AC dust)

1. Supervisor must attend personally.
2. Inspect issue.
3. Rectify within **15 minutes**.
4. If needed, re-clean entire bathroom.
5. Offer room change if guest unhappy.
6. Update Front Office.

3. Major Complaints (Insects, strong odor, serious hygiene issue)

1. Inform Supervisor immediately.
2. Supervisor to inspect personally.
3. Inform Front Office & Duty Manager.
4. Offer immediate room change.
5. Call pest control (if needed).
6. Deep clean room.
7. Follow-up call after 15 minutes.

Never argue or defend mistake.

C. Follow-Up Procedure

1. After resolving complaint:
 - Call guest within 10–15 minutes.
 - Confirm satisfaction.
 2. Update complaint register as “Closed”.
 3. Supervisor to review daily complaints in briefing.
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▣ Do's and Don'ts

Do's

- ✓ Apologize sincerely
- ✓ Act fast
- ✓ Inform supervisor
- ✓ Maintain calm body language
- ✓ Carry required items first time
- ✓ Update log properly

Don'ts

- ✗ Don't blame other department
 - ✗ Don't argue with guest
 - ✗ Don't delay response
 - ✗ Don't ignore minor complaints
 - ✗ Don't make excuses
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⌘ Service Standards

- Acknowledge complaint within 5 minutes
 - Attend room within 10 minutes
 - Major issue escalation immediately
 - No repeated complaint from same room
 - Supervisor inspection mandatory for serious issues
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9 Escalation Matrix

Situation	Escalate To
Guest shouting	Duty Manager
Room change request	Front Office Supervisor
Pest issue	HK Manager
Hygiene complaint posted online	GM
VIP guest complaint	GM immediately

10 Documentation / Records Required

- Complaint Register
 - PMS Complaint Entry
 - Room Change Log
 - Pest Control Log
 - Daily Complaint Summary Report
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11 Common Mistakes to Avoid

- Delayed response
- Not informing supervisor
- Marking complaint resolved without guest confirmation
- Not updating front office
- Poor body language
- Repeating same cleaning mistake
- Not inspecting after room cleaning

In 2–3 star hotels, repeated complaints damage online ratings quickly.

12 Training Notes

How to Train Staff:

1. Role play:
 - Angry guest
 - Dirty bathroom complaint
 - Insect complaint
2. Train on apology language:
 - Simple, polite Hindi/English
3. Teach body language control.
4. Conduct weekly complaint review meeting.
5. Supervisor to audit 5 random rooms daily.
6. Track complaint pattern (if same issue repeats).

Training Duration:

- 1 day classroom session
- 3 days live supervised complaint handling

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- SOP Ready for Printing
 - Practical for Indian Budget & 2–3 Star Hotels
 - Easy to Train Staff
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