
1 SOP Title

Female Staff Interaction & Workplace Conduct SOP

2 Department

All Departments (Front Office, Housekeeping, F&B, Kitchen, Banquet, Security, Engineering)

3 Purpose

To ensure a safe, respectful, and professional working environment for female staff members in a 2–3 star Indian hotel, preventing harassment, misconduct, and uncomfortable situations.

This SOP ensures:

- Safe workplace
- Professional interaction
- Clear boundaries
- Prevention of harassment
- Protection of hotel reputation

This is especially important in Tier-2 & Tier-3 city properties.

4 Scope

Applicable to:

- Interaction between male & female staff
- Guest interaction with female staff
- Supervisor interaction
- Staff behavior in guest areas
- Staff accommodation (if provided)
- Late shift duty handling

Applies to:

- All permanent staff
- Contract staff

- Vendors
 - Security personnel
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5 Responsibility

Position	Responsibility
All Staff	Maintain respectful behavior
Department Heads	Monitor interaction
HR / Manager	Handle complaints
GM / Owner	Final authority in serious cases

6 Step-by-Step Procedure

A. General Workplace Interaction Rules

1. Maintain professional communication only.
2. Use respectful language.
3. Avoid personal comments on:
 - Appearance
 - Dress
 - Personal life
4. No unnecessary physical contact.
5. No inappropriate jokes.
6. Keep conversation work-related.

Workplace is not a personal space.

B. Interaction Between Staff Members

1. Maintain proper distance while speaking.
2. No shouting or aggressive tone.

3. Avoid gossip.
4. No WhatsApp personal messaging during duty unless work-related.
5. No favoritism by supervisors.

Professional boundaries must be maintained.

C. Interaction with Guests

For female staff:

1. Maintain polite but professional tone.
2. Do not share personal number.
3. If guest behaves inappropriately:
 - Inform supervisor immediately.
 - Do not argue alone.
4. Avoid entering guest room alone (if possible).
5. Security must assist during late-night complaints.

Guest safety is important — but staff safety is priority.

D. Late Shift & Night Duty Rules

1. Female staff night shift only with:
 - Security present
 - Minimum two staff members
 2. Proper CCTV coverage.
 3. Safe transport arrangement if required.
 4. No staff should stay alone in isolated area.
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E. Handling Harassment Complaint

If female staff reports misconduct:

1. Listen calmly and privately.
2. Do not dismiss complaint.

3. Record written statement.
4. Inform HR / GM immediately.
5. Investigate discreetly.
6. Take strict action if proven.

Zero tolerance policy.

F. CCTV & Monitoring

1. Maintain CCTV in:
 - Reception
 - Corridors
 - Public areas
2. No CCTV in:
 - Staff changing room
 - Washrooms

CCTV footage to be reviewed only by authorized person.

Do's and Don'ts

Do's

- ✓ Maintain respect
- ✓ Address by name respectfully
- ✓ Inform supervisor if uncomfortable
- ✓ Encourage safe reporting
- ✓ Keep interaction professional

Don'ts

- ✗ No touching without reason
 - ✗ No personal jokes
 - ✗ No sharing personal numbers
 - ✗ No late-night private meetings
 - ✗ No favoritism
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8 Workplace Conduct Standards

- Zero harassment tolerance
 - Professional communication only
 - Safe reporting mechanism available
 - CCTV operational
 - Female staff must feel secure at workplace
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9 Escalation Matrix

Situation	Escalate To
Guest misbehavior	Duty Manager
Staff misconduct	HR / GM
Serious harassment	GM / Owner
Threat situation	Security immediately
Legal issue	Local authority (if required)

10 Documentation / Records Required

- Complaint Register
 - Incident Report Form
 - CCTV Log Record
 - Staff Conduct Undertaking Form
 - Warning / Disciplinary Record
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11 Common Mistakes to Avoid

- Ignoring small inappropriate behavior
- Not documenting complaint
- Allowing informal culture
- Not providing safe night shift arrangement

- No CCTV monitoring
- Victim blaming attitude

In small hotels, one misconduct case can damage hotel reputation permanently.

📄 Training Notes

How to Train Staff:

1. Conduct awareness session on respectful workplace.
2. Explain what counts as inappropriate behavior.
3. Encourage open reporting culture.
4. Display “Zero Tolerance Policy” in staff area.
5. Conduct yearly POSH awareness session (if applicable).
6. Ensure supervisors lead by example.

Training Duration:

- 1-day awareness session
 - Quarterly refresher training
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- ✓ SOP Ready for Printing
 - ✓ Practical for Budget & 2–3 Star Indian Hotels
 - ✓ Safety & Professionalism Focused
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