

## Standard Operating Procedure (SOP)

**Subject:** Permanent Show Rooms

**Created by:** xxx

**Effective on:** xxx

**Revised on:**

**What:** Selection of our best room within the room type to show to clients on a permanent basis.

**Purpose:** To have dedicated show rooms for site inspections, photoshoot and other occasion, which are always available, and consistently cleaned and inspected up to standard

### **Procedure:**

#### **Room numbers:**

Standard King	xxx
Standard Double	xxx
Deluxe King (upgraded room type)	xxx
Suite (upgraded room type)	xxx
Special Suite	xxx

**Housekeeping:** Rooms are clean, inspected by HSKP manager on a daily basis, checked in terms of maintenance issues, rooms look perfectly presentable to potential guests

#### **Front Office:**

Rooms are on a permanent Out of Service Status, until the end of the calendar year.

OOS status cannot be released under any

circumstance, except on full house nights or when absolutely necessary to use the rooms.

Should room need to be released and used for a guest in the case of a sold out night, only 1 night reservations should be selected for this type of rooms, in order to have them available again the following day. It is important not to place multiple night reservations in permanent show rooms as long as possible.

Should room be occupied for the night, OOS status should only be released only for the night needed, and the room should be back in OOS from the day of check-out.

Front office should notify Housekeeping Managers and Director of Rooms if any permanent show room needs to be used. Housekeeping will be prepared to re-clean it and re-inspect it with show room standards the day of check-out.