

Hostel Operations SOP Checklist

Ten SOPs worth writing down before they're only in one person's head.

- ☐ Give every maintenance request an assigned owner and a visible status.
- ☐ Require resident confirmation before closing a maintenance ticket.
- ☐ Write and post housekeeping frequency by area.
- ☐ Define staff roles explicitly, not just headcount.
- ☐ Publish shift schedules in advance.
- ☐ Scope staff system access by role and property.
- ☐ Build a shift handover routine for open issues.
- ☐ Log every visitor digitally with automatic resident notification.
- ☐ Set and consistently enforce an overnight guest policy.
- ☐ Set reorder thresholds for recurring supplies.