

Housekeeping

The Replenishment Standard

Five steps for counting, charging and restocking the minibar and room amenities.

A wrong charge found at checkout costs more goodwill than the item earned.

Who Minibar attendants and room attendants	When Every occupied room daily, every departure before release	You need Minibar handheld or sheet, restock trolley, the room's par list
Measured by Consumption posted within 30 minutes · Every item at par, labels forward · Nothing within 30 days of its date		

1 Count

Open the minibar and the snack tray and count every item against the room's par list, top shelf to bottom, in the same order every time. Check each seal: an opened, refilled bottle counts as used.

"711: 1 sparkling water, 1 crisps, 1 chocolate used."

Common mistake Counting at a glance from the doorway. Two bottles side by side look full when the one behind them has gone.

2 Post

Post what was used to the room on the handheld within 30 minutes, and always before a departure room is released. If the guest is checking out now, phone the front desk with the items before you restock.

"Front desk, 711 is checking out: two waters and one crisps from the minibar."

Common mistake Posting at the end of the shift. The guest has gone, so the hotel loses the charge or chases it by email.

3 Check dates

Check the date on every item as you restock. Anything within 30 days of its date goes back to the store to be used elsewhere; anything past it is logged and removed. New stock goes behind the old.

"711: 2 juices dated 20 Nov swapped. Logged 10:05."

Common mistake Putting new stock at the front. The old chocolate stays at the back until a guest finds it white and chalky.

4 Restock

Restock to par with labels facing forward, in the layout shown on the photo inside the minibar door. Wipe the shelves, check the fridge is cold to the touch and replace any glass or opener used.

"711 restocked to par, layout as photo, fridge cold."

Common mistake Counting aloud while the guest watches. It feels like a bill being drawn up in their room; do it quietly or come back.

5 Amenities

Replace a bottle once it is below half, and a soap once used, with the same brand and size. Bring tea, coffee pods, sugar and milk back to the full count, and note anything the guest uses quickly.

"711: guest uses 4 green teas a day. Leave 4 extra, note to profile."

Common mistake Refilling to the standard count when the guest clearly uses more. They run out at 6am every day and nobody sees the pattern.

Your Room Par List

Write your hotel's par list for one room type. The same card in every attendant's pocket means the same count in every room.

Minibar fridge

Item and size _____

Par per room _____

Price _____

Swap before (days) _____

Snack tray

Item and size _____

Par per room _____

Price _____

Swap before (days) _____

Tea and coffee

Item and size _____

Par per room _____

Price _____

Swap before (days) _____

How to use this with your team

Fill it in with the minibar supervisor on Monday and give every attendant a copy. Each day the supervisor checks one block in three rooms, and any difference is fixed that shift.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.