**REUSABLE PROCEDURES TEMPLATE**

**Purpose**

Outline the responsibilities and procedures involved for each hotel department for restocking, refilling, cleaning and maintaining the new reusable systems.

**Housekeeping**

Insert any tasks/procedures that are relevant to your reusable initiatives into the tables below. Examples have been provided.

*When creating new procedures, you may like to refer to the* [*Global Tourism Plastics Initiative’s Introduction of Reusable Solutions report*](https://www.oneplanetnetwork.org/sites/default/files/2024-12/Introduction%20of%20Reusable%20Solutions%2C%20Factsheets%2C%20Decision%20Trees%20and%20Case%20Studies%20%281%29.pdf)*, which includes procedures for cleaning and refilling reusable dispensers, and other plastic-free switches].*

| **Task/Procedure** | **Area** | **Frequency** |
| --- | --- | --- |
| *Check soap, shampoo and conditioner dispenser levels* | *Guest rooms* | *Once daily* |
| *Refill dispensers as needed from bulk refill stations* | *Guest rooms* | *When dispensers reach half-full level* |
| *Clean and sanitise refillable dispensers* | *Guest rooms* | *Once daily* |
| *Report any damage to dispensers to maintenance/management* | *Guest rooms* | *Inspect daily, report as required* |

**Food and beverage**

| **Task/Procedure** | **Area** | **Frequency** |
| --- | --- | --- |
| *Wash and sanitise reusable room service foodware that has been returned by housekeeping* | *Kitchens* | *Twice daily, after breakfast and dinner services* |
| *Report any broken or missing reusable foodware to management* | *Kitchens* | *Inspect twice daily, report as required* |
| *Refill sauce and salt/pepper dispensers* | *Breakfast buffet* | *Once daily, before or after breakfast service* |

**Maintenance**

| **Task/Procedure** | **Area** | **Frequency** |
| --- | --- | --- |
| *Install and maintain wall-mounted dispensers in guest bathrooms and common areas* | *Guest rooms*  *Common bathrooms* | *As requested* |
| *Regularly check dispenser functioning* | *Guest rooms*  *Common bathrooms* | *Monthly* |
| *Repair damaged dispensers* | *Guest rooms*  *Common bathrooms* | *As requested* |

**Procurement**

| **Task/Procedure** | **Area** | **Frequency** |
| --- | --- | --- |
| *Order bulk refill products* | *All hotel areas* | *Schedule to be set for each item, depending on usage rates* |
| *Monitor bulk supply levels and reorder* | *All hotel areas* | *Items to be reordered on a regular schedule dependent on usage trends* |
| *Source and restock reusable containers and dispensers* | *All hotel areas* | *Replace items as required* |
| *Keep a log of stock movement to inform purchasing* | *All hotel areas* | *Update daily* |

**Management**

| **Task/Procedure** | **Area** | **Frequency** |
| --- | --- | --- |
| *Store bulk products securely and in line with food health requirements* | *All hotel areas* | *Daily* |
| *Oversee rollout and staff training* | *All hotel areas* | *Daily* |
| *Develop communications for guests* | *All hotel areas* | *Create at beginning of program, update regularly* |
| *Evaluate and update procedures* | *All hotel areas* | *6 monthly* |