

# Standard Operating Procedures

## for amenities on request

### Background



For further information please see our Sustainability Ratings Charts and Decision Tree for amenities.

Single-use amenities and toiletries are an important part of the traditional hotel experience and thus have been very popular with guests. Some expect to have a comb, a sewing kit or cotton swabs in their rooms as part of the (luxury) service, for others they are convenient if they are traveling light or forgot their own products.

Sadly, the majority of these **single-use products** are made from plastic and **cause a lot of unnecessary plastic waste**. Therefore, hotels are under pressure to avoid them. The good news is that there are alternative procedures and products available to avoid unnecessary waste whilst still maintaining a high level of quality.

**Providing amenities only on request is a great way to reduce unnecessary waste.**

## Steps to consider when providing amenities on request

- 1 Create a suitable means of **communication to inform guests which amenities are available** and whether they are free of charge or at a cost (e.g. guest information sheet in rooms, information on TV channel, QR code in the bathroom etc.).
- 2 Ensure that **amenities are accessible** by staff 24/7 e.g. have a stock at reception or ensure night staff have access to storage, particularly for guests who arrive after housekeeping teams have left for the day.
- 3 Agree if guests need to come to reception or if amenities can be delivered to the room - this may vary depending on the time of day and staff available.
- 4 Consider if requests for amenities can be **communicated via an app**, if so, ensure all relevant staff know how to respond quickly to the request.
- 5 Make **larger, domestic size amenities available at a cost**, consider offering plastic free amenities for sale.

**IMPORTANT:** During periods of heightened infection, it is suggested that any amenities delivered to room are managed without staff contact (leaving outside room and notifying guest). Storage and handling of amenities should be considered as well.





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Co-funded  
by the COSME programme  
of the European Union