

STANDARD OPERATING PROCEDURE FOR HOUSE KEEPING AND SUSTAINABLE ENVIRONMENTAL MANAGEMENT IN HOTEL INDUSTRY

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Sustainable environmental management is still not adequately appreciated in lodging facilities. The aim of this study is to show the importance of the Standard Operating Procedure (SOP) for housekeeping and floor supervising in reducing the environmental impacts of lodging facilities in Hotel Industry. The SOP for housekeeping and floor supervising was implemented in ten hotels located in the metropolitan area of Porto Alegre, capital of Rio Grande do Sul state (Brazil). The first step of the method was direct observation, and the second step was participant observation. Diagnosis was made of the ten establishments, based on water consumption, energy and waste generation. The relationships with suppliers and implementation of environmental policies in the management of hotels were also checked. The analysis focused the effectiveness of the Standard Operating Procedure (SOP) related to interventions in the same variables through the organization of activities of the staff of the hotel enterprises based on scientific management. The results allow concluding that environmentally sustainable actions in the ten hotels are still limited, and with the implementation of Standard Operating Procedure (SOP), there have been improvements in the performance of activities of housekeeping and floor supervising sector with significant reduction of energy consumption, water and waste generation. It is recommended that managers implement environmental management policies in the lodging facilities and invest in professionalization of the sector.

KEY WORDS: *tourism, hospitality, SOP, house keeping and floor supervising, sustainability.*