

Hotel Minibar Checklist and Replenishment SOP

By Checklist.com

- ☐ **Confirm the room's service status and minibar offer**
Check whether access is permitted, whether the guest has declined service and which package or complimentary allowance applies. Confirm the correct room before preparing stock.
- ☐ **Take the current stock list and last service record**
Use the approved item list, prices and target quantities for this room type. Check the last recorded count and any pending replenishment so you have a reliable comparison.
- ☐ **Enter only through the approved room-access procedure**
Announce yourself, wait as required and respect Do Not Disturb or a guest refusal. Record deferred access and arrange the next permitted step rather than entering to finish the count.
- ☐ **Check the minibar unit and storage conditions**
Look for loss of cooling, leaks, damage or an obstructed unit. Follow the property's prescribed checks for products requiring controlled storage. Report a fault and hold affected replenishment until the responsible colleague gives instructions.
- ☐ **Inspect product dates, seals and condition**
Remove products that fail the hotel's approved condition or date criteria. Record removed stock as spoilage or another appropriate inventory reason, not guest consumption. Keep required product and allergen labels intact.
- ☐ **Count stock and reconcile differences**
Compare actual items with the previous service record and any recorded additions or removals. Check complimentary items and charges already posted. A missing item alone is not enough to establish a billable purchase.
- ☐ **Refer unresolved consumption or charge differences**
Flag the item and record reference for the authorized colleague. Do not accuse the guest, duplicate a charge or photograph personal belongings to support a stock query.
- ☐ **Replenish to the approved quantities**
Use the correct products and room allowance. Rotate stock according to the property's date policy, keep labels visible and avoid overfilling or blocking the cooling unit. Record what was added.
- ☐ **Post only verified, authorized guest charges**
Use itemized entries in the approved sales system. Apply package exclusions and the property's correction process. Keep the sales reference linked to the minibar service record.
- ☐ **Leave the minibar and room secure**
Check the unit is closed and set correctly, remove service waste and equipment, and secure the room under the access procedure. Do not leave keys or stock unattended.
- ☐ **Hand over deferred service, defects and disputed charges**
Give each open item an owner and the next action. Notify the relevant service, maintenance or reception colleague; do not mark an unresolved charge as settled.