

Accessible Toilets

Code: ANCMF-AU-H-AT-01 • Facility: Hospitality • Frequency: daily

Scope of Work

- Thorough cleaning and sanitising of all toilet fixtures, including bowls, seats, and lids.
- Wiping and disinfecting of all touchpoints such as taps, flush buttons, and door handles.
- Cleaning and polishing of mirrors and glass surfaces.
- Emptying and sanitising rubbish bins.
- Replenishing toilet paper, soap, and hand towels.
- Mopping of floors with appropriate disinfectant solutions.
- Dusting of all horizontal surfaces, including dispensers and ledges.
- Ensuring no visible dirt, grime, or stains on any surfaces.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cleaning cloths and mops are used to prevent cross-contamination.
2. Begin by emptying rubbish bins and replacing liners.
3. Apply disinfectant to toilet bowls, seats, and lids, allowing appropriate dwell time before scrubbing and rinsing.
4. Wipe down all touchpoints with disinfectant wipes, ensuring thorough coverage.
5. Clean mirrors and glass surfaces with glass cleaner, ensuring streak-free finish.
6. Mop floors using a disinfectant solution, starting from the farthest corner and working towards the exit.
7. Dust all horizontal surfaces with a damp cloth to capture dust and prevent dispersal.
8. Replenish consumables such as toilet paper, soap, and hand towels.
9. Conduct a final inspection to ensure all areas meet cleanliness standards.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops
- Disinfectant solutions and wipes
- Glass cleaner
- Rubbish bin liners
- Toilet brush
- Dusting cloths
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dirt or stains. No odours present. Consumables fully stocked. Floors are dry and streak-free.
Good	Minor smudges on mirrors or glass. No visible dirt on major surfaces. Slight odour dissipates quickly. Consumables mostly stocked.
Pass	Some visible dirt or smudges on less critical surfaces. Mild odour present. Consumables available but not fully stocked.
Fail	Visible dirt, grime, or stains on key surfaces. Strong odour present. Consumables not available. Floors wet or sticky.