

Balcony

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

Scope of Work

- Remove all rubbish and debris from the balcony area.
- Dust all surfaces including railings, furniture, and decorative elements.
- Sanitise all high-touch surfaces such as railings and furniture handles.
- Sweep and mop the floor area using appropriate cleaning solutions.
- Clean glass surfaces and windows to remove smudges and fingerprints.
- Ensure all drains are clear of debris to prevent water pooling.

Method

1. Begin by collecting all rubbish and placing it in the designated rubbish bin.
2. Use a colour-coded cleaning system to dust all surfaces, starting from the highest point and working downwards.
3. Apply a sanitising solution to high-touch surfaces and allow it to dwell for the recommended time before wiping clean.
4. Sweep the floor thoroughly, ensuring all debris is collected.
5. Mop the floor using a neutral pH cleaner, ensuring no residue is left behind.
6. Clean glass surfaces with a glass cleaner and a microfibre cloth, ensuring a streak-free finish.
7. Inspect and clear any debris from drains to ensure proper water drainage.

Equipment

- Colour-coded microfibre cloths
- Sanitising solution
- Neutral pH floor cleaner
- Glass cleaner
- Dustpan and broom
- Mop and bucket
- Rubbish bin and liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges, glass is streak-free, no rubbish or debris present, high-touch surfaces are sanitised, and drains are clear.
Good	Minor dust or smudges on surfaces, glass mostly streak-free, no rubbish, high-touch surfaces sanitised, drains mostly clear.
Pass	Noticeable dust or smudges, some streaks on glass, minor rubbish present, high-touch surfaces partially sanitised, drains partially blocked.
Fail	Significant dust or smudges, glass heavily streaked, rubbish present, high-touch surfaces not sanitised, drains blocked.