

Ballroom

Code: ANCMF-AU-H-B-02 • Facility: Hospitality • Frequency: daily

Scope of Work

- Dusting all surfaces including tables, chairs, and decorative elements.
- Vacuuming all carpeted areas and spot cleaning stains.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising all high-touch surfaces such as door handles, light switches, and handrails.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing mirrors and glass surfaces.
- Ensuring all cleaning is performed using colour-coded systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used.
2. Begin by dusting all surfaces from high to low to prevent re-soiling.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
4. Spot clean any visible stains on carpets using appropriate stain removal techniques.
5. Mop hard floors using a damp mop and suitable cleaning solution, ensuring no excess water is left on the floor.
6. Sanitise high-touch surfaces with a disinfectant spray and wipe with a clean cloth.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Clean mirrors and glass surfaces with a glass cleaner, ensuring no streaks are left.
9. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

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| • Vacuum cleaner with HEPA filter | • Cleaning trolley | • Rubbish bin liners |
| • Microfibre cloths (colour-coded) | • Disinfectant spray | • Dusting tools |
| • Mop and bucket (colour-coded) | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are spotless and free of debris; floors are shiny with no streaks; all high-touch areas are sanitised; no unpleasant odours present.
Good	Minor dust on less accessible surfaces; carpets have minimal debris; floors are clean with slight streaks; most high-touch areas are sanitised; faint odours may be present.
Pass	Noticeable dust on surfaces; visible debris on carpets; floors have visible streaks; some high-touch areas missed; noticeable odours present.
Fail	Heavy dust accumulation; significant debris on carpets; floors are dirty and streaked; high-touch areas not sanitised; strong unpleasant odours present.