

Bell Desk

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

Scope of Work

- Dust all surfaces, including desks, counters, and decorative items.
- Sanitise high-touch areas such as telephones, pens, and bell carts.
- Vacuum carpeted areas and spot clean any stains.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean glass surfaces, including windows and partitions, to remove fingerprints and smudges.
- Ensure all cleaning supplies are restocked and organised on the trolley.

Method

1. Begin by organising the cleaning trolley with necessary supplies, ensuring all items are colour-coded and in good condition.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas with an appropriate disinfectant, allowing the solution to dwell for the recommended time.
4. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
5. Mop hard floors using a damp mop and a neutral pH cleaner, ensuring no excess water remains.
6. Empty rubbish bins, clean the interior and exterior, and replace liners.
7. Clean glass surfaces with a glass cleaner, using a squeegee for a streak-free finish.
8. Restock and organise the cleaning trolley, ensuring all items are ready for the next use.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; high-touch areas are sanitised with no residue; floors are spotless with no visible stains; glass surfaces are streak-free; rubbish bins are clean and odour-free.
Good	Minor dust on less accessible surfaces; high-touch areas are mostly sanitised; floors have minor stains; glass surfaces have minimal streaks; rubbish bins are clean but may have slight odour.
Pass	Noticeable dust on surfaces; some high-touch areas missed; floors have visible stains; glass surfaces have noticeable streaks; rubbish bins are not fully clean.
Fail	Significant dust accumulation; high-touch areas not sanitised; floors are dirty; glass surfaces are heavily streaked; rubbish bins are dirty and odorous.