

Check-in Area

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

Scope of Work

- Dust all surfaces including counters, desks, and decorative items.
- Wipe and sanitise all high-touch surfaces such as door handles, lift buttons, and pens.
- Vacuum carpets and mats to remove dirt and debris.
- Mop hard floors with appropriate cleaning solution.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces including windows and doors.
- Ensure all signage is clean and legible.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Wipe and sanitise high-touch areas using a disinfectant spray and a clean cloth.
4. Vacuum carpets and mats thoroughly, paying special attention to corners and edges.
5. Mop hard floors using a mop and bucket with a suitable cleaning solution, ensuring no excess water is left on the floor.
6. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
8. Inspect all areas to ensure cleanliness and address any missed spots.

Equipment

- Cleaning trolley with colour-coded cloths
- Microfibre dusting cloths
- Disinfectant spray
- Vacuum cleaner
- Mop and bucket
- Glass cleaner
- Lint-free cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or smudges; high-touch areas are sanitised and free of fingerprints; floors are immaculate with no debris or streaks; rubbish bins are empty and odour-free; glass surfaces are crystal clear with no streaks.
Good	Minor dust or smudges on surfaces; high-touch areas mostly sanitised with few fingerprints; floors mostly clean with minor debris or streaks; rubbish bins are empty but may have slight odour; glass surfaces mostly clear with minor streaks.
Pass	Noticeable dust or smudges on surfaces; high-touch areas partially sanitised with visible fingerprints; floors have visible debris or streaks; rubbish bins not emptied or have noticeable odour; glass surfaces have visible streaks.
Fail	Significant dust or smudges on surfaces; high-touch areas not sanitised with many fingerprints; floors are dirty with significant debris or streaks; rubbish bins are full or overflowing with strong odour; glass surfaces are dirty with many streaks.