

Concierge Desk

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

Scope of Work

- Dust all surfaces, including the desk, counters, and decorative items.
- Sanitise high-touch areas such as phones, keyboards, and door handles.
- Wipe down and polish all glass surfaces and mirrors.
- Empty and clean rubbish bins, replacing liners as needed.
- Vacuum carpeted areas and mop hard floors.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths are used for different surfaces.
2. Dust all surfaces using a microfibre cloth, starting from the top and working downwards.
3. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time as per manufacturer's instructions.
4. Use a glass cleaner to wipe down and polish all glass surfaces and mirrors, ensuring no streaks are left.
5. Empty rubbish bins, clean the interior and exterior, and replace liners.
6. Vacuum carpeted areas thoroughly, paying attention to corners and edges.
7. Mop hard floors using a neutral detergent, ensuring no excess water is left on the floor.

Equipment

- Microfibre cloths (colour-coded)
- Approved disinfectant
- Glass cleaner
- Vacuum cleaner
- Mop and bucket
- Cleaning trolley
- 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. Glass surfaces are streak-free. Rubbish bins are clean and odour-free. Floors are immaculate with no debris or stains.
Good	Minor dust or smudges on surfaces. High-touch areas are mostly sanitised with minimal fingerprints. Glass surfaces have minor streaks. Rubbish bins are clean with slight odour. Floors are mostly clean with minor debris.
Pass	Noticeable dust or smudges on surfaces. High-touch areas have visible fingerprints. Glass surfaces have visible streaks. Rubbish bins are not entirely clean and have noticeable odour. Floors have visible debris or stains.
Fail	Significant dust or smudges on surfaces. High-touch areas are unsanitised with numerous fingerprints. Glass surfaces are heavily streaked. Rubbish bins are dirty and have strong odour. Floors are dirty with significant debris or stains.