

Deluxe Room

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

Scope of Work

- Dust all surfaces including furniture, fixtures, and fittings.
- Vacuum carpets and rugs thoroughly.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise all high-touch surfaces such as light switches, door handles, and remote controls.
- Clean and sanitise the bathroom, including the toilet, shower, and sink.
- Replace used towels and linens with fresh ones.
- Empty rubbish bins and replace liners.
- Check and replenish guest amenities and supplies.
- Ensure windows and mirrors are streak-free and polished.
- Inspect and remove any visible stains or marks on walls and upholstery.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Begin by dusting all surfaces from top to bottom to capture dust and debris effectively.
3. Vacuum carpets and rugs, paying special attention to edges and corners.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no residue is left behind.
5. Sanitise high-touch surfaces using a disinfectant spray and cloth, following the manufacturer's instructions for contact time.
6. Clean the bathroom thoroughly, starting with the sink, then the shower, and finally the toilet, using separate cloths for each area.
7. Replace towels and linens, ensuring they are neatly folded and presented.
8. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
9. Replenish guest amenities, ensuring all items are stocked and presented neatly.
10. Inspect windows and mirrors, cleaning with glass cleaner and a microfibre cloth for a streak-free finish.
11. Conduct a final inspection to ensure all areas meet quality standards and address any remaining issues.

Equipment

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| • Cleaning trolley | • Mop and bucket | • Rubbish bin liners |
| • Colour-coded microfibre cloths | • Disinfectant spray | • Guest amenities and supplies |
| • Vacuum cleaner | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and debris; carpets are vacuumed with no visible dirt; floors are spotless with no residue; high-touch surfaces are sanitised with no smudges; bathroom fixtures are sparkling; no odours present; amenities fully stocked and neatly arranged.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight residue; high-touch surfaces mostly sanitised; bathroom fixtures mostly clean; faint odours; amenities mostly stocked.
Pass	Noticeable dust on surfaces; carpets have visible dirt; floors have visible residue; high-touch surfaces partially sanitised; bathroom fixtures have visible marks; noticeable odours; amenities partially stocked.
Fail	Heavy dust accumulation; carpets are dirty; floors are sticky or dirty; high-touch surfaces not sanitised; bathroom fixtures are dirty; strong odours; amenities not stocked.