

Golf Pro Shop

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

Scope of Work

- Dusting of all surfaces including shelves, displays, and counters.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and payment terminals.
- Cleaning of glass surfaces including windows and display cases.
- Emptying and sanitising rubbish bins.
- Spot cleaning of walls and skirting boards.
- Restocking of cleaning supplies and consumables.

Method

1. Prepare cleaning trolley with all necessary equipment and 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. Vacuum carpeted areas thoroughly, paying special attention to corners and under fixtures.
4. Mop hard floors using a neutral pH cleaner, ensuring no excess water is left behind to prevent slip hazards.
5. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time as per manufacturer's instructions.
6. Clean glass surfaces with a glass cleaner, ensuring streak-free results.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Spot clean walls and skirting boards using a damp cloth and mild detergent.
9. Check and restock cleaning supplies and consumables as needed.

Equipment

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|------------------------------------|----------------------------|----------------------|
| • Microfibre cloths (colour-coded) | • Neutral pH floor cleaner | • Rubbish bin liners |
| • Vacuum cleaner | • Disinfectant spray | • Cleaning trolley |
| • Mop and bucket | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no debris; glass surfaces are streak-free; no odours present; high-touch areas are sanitised and visibly clean.
Good	Minor dust on high surfaces; floors are clean with minimal debris; glass surfaces have minor streaks; no strong odours; high-touch areas are mostly sanitised.
Pass	Noticeable dust on surfaces; floors have some debris; glass surfaces have visible streaks; mild odours present; high-touch areas are partially sanitised.
Fail	Heavy dust accumulation; floors are dirty with visible debris; glass surfaces are streaked and dirty; strong odours present; high-touch areas are not sanitised.