

Guest Room

Code: ANCMF-AU-H-GR-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 door handles, light switches, and remote controls.
- Clean and sanitise bathroom facilities including toilet, shower, and sink.
- Replace used towels and linens with fresh ones.
- Empty and clean rubbish bins, replace liners.
- Check and restock guest amenities such as toiletries and tea/coffee supplies.
- Ensure windows and mirrors are streak-free and polished.
- Inspect and remove any visible stains or marks from walls and floors.

Method

1. Prepare cleaning trolley with colour-coded cleaning cloths and appropriate cleaning agents.
2. Begin with dusting from high to low surfaces to prevent re-contamination.
3. Vacuum carpets and rugs, ensuring edges and corners are addressed.
4. Mop hard floors using a damp mop and suitable cleaning solution.
5. Sanitise high-touch areas with disinfectant spray and cloth.
6. Clean bathroom facilities using bathroom-specific cleaning agents, ensuring all surfaces are sanitised.
7. Replace towels and linens, ensuring they are neatly arranged.
8. Empty rubbish bins, clean if necessary, and replace liners.
9. Restock amenities, ensuring they are neatly presented.
10. Polish windows and mirrors with glass cleaner for a streak-free finish.
11. Inspect room for any remaining stains or marks and address accordingly.

Equipment

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|--------------------------------|----------------------------|---------------------------------|
| • Cleaning trolley | • Disinfectant spray | • Replacement linens and towels |
| • Colour-coded cleaning cloths | • Bathroom cleaning agents | • Guest amenities |
| • Vacuum cleaner | • Glass cleaner | |
| • Mop and bucket | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and dust-free; carpets are vacuumed with no visible debris; floors are streak-free; all high-touch areas are sanitised; bathroom facilities are immaculate; all amenities are fully stocked and neatly arranged.
Good	Minor dust on high surfaces; carpets are generally clean with minimal debris; floors have slight streaks; most high-touch areas are sanitised; bathroom facilities are clean; most amenities are stocked and arranged.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors are streaked; some high-touch areas are missed; bathroom facilities are generally clean but not spotless; some amenities are missing or disorganised.
Fail	Significant dust accumulation; carpets are visibly dirty; floors are heavily streaked; high-touch areas are not sanitised; bathroom facilities are dirty; amenities are missing or poorly arranged.