

Guest Toilets

Code: ANCMF-AU-H-GT-01 • Facility: Hospitality • Frequency: Daily

Scope of Work

- Thorough cleaning and sanitising of all toilet surfaces, including basins, taps, and toilet bowls.
- Emptying and sanitising rubbish bins.
- Replenishing toilet paper, soap, and hand towels.
- Cleaning mirrors and glass surfaces to a streak-free finish.
- Dusting and wiping down all surfaces, including partitions and doors.
- Mopping floors with appropriate disinfectant solutions.
- Ensuring all fixtures are free from water spots and stains.
- Checking for and removing any unpleasant odours.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning cloths are used to prevent cross-contamination.
2. Put on appropriate personal protective equipment (PPE) as per Australian workplace health and safety requirements.
3. Begin by emptying rubbish bins and replacing liners.
4. Dust and wipe down all surfaces, starting from high to low areas to prevent re-soiling.
5. Clean and sanitise basins, taps, and toilet bowls using appropriate cleaning agents.
6. Clean mirrors and glass surfaces using a glass cleaner for a streak-free finish.
7. Mop floors with a disinfectant solution, ensuring all areas are covered.
8. Replenish toilet paper, soap, and hand towels.
9. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

- Cleaning trolley
- Colour-coded cleaning cloths
- Disinfectant solutions
- Glass cleaner
- Mop and bucket
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and sanitised, no visible dust or stains, mirrors are streak-free, no odours present, all supplies fully stocked.
Good	Minor dust or water spots on surfaces, mirrors mostly streak-free, no strong odours, supplies mostly stocked.
Pass	Visible dust or water spots on some surfaces, mirrors have streaks, mild odours present, supplies low but available.
Fail	Significant dust, stains, or odours present, mirrors streaked, supplies depleted, overall unclean appearance.