

Housekeeping

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

Scope of Work

- Dusting all surfaces including furniture, fixtures, and fittings.
- Vacuuming carpets and rugs.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch areas such as door handles, light switches, and remote controls.
- Cleaning and sanitising bathrooms, including toilets, sinks, and taps.
- Emptying rubbish bins and replacing liners.
- Replenishing guest amenities and supplies.
- Inspecting and reporting any cleanliness issues or damages.

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 prevent resettling of dust.
3. Vacuum carpets and rugs thoroughly, paying special attention to edges and corners.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant, ensuring contact time as per product instructions.
6. Clean bathrooms, starting with sinks and taps, followed by toilets, using separate cloths for each area.
7. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
8. Replenish guest amenities, ensuring all items are neatly arranged and stocked.
9. Conduct a final inspection to ensure all areas meet cleanliness standards and report any issues.

Equipment

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| • Cleaning trolley | • Mop and bucket | • Dusting tools |
| • Colour-coded microfibre cloths | • Disinfectant and cleaning solutions | • Personal protective equipment (PPE) |
| • Vacuum cleaner | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or smudges; floors are clean and dry with no streaks; high-touch areas are fully sanitised; bathrooms are pristine with no water spots or residue; rubbish bins are empty and clean; amenities are fully stocked and neatly arranged.
Good	Minor dust or smudges on surfaces; floors are mostly clean with minimal streaks; high-touch areas are mostly sanitised; bathrooms are clean with minor water spots; rubbish bins are empty; amenities are mostly stocked and arranged.
Pass	Noticeable dust or smudges on surfaces; floors have visible streaks or dirt; high-touch areas are partially sanitised; bathrooms have visible water spots or residue; rubbish bins are not overflowing; amenities are partially stocked.
Fail	Significant dust or smudges on surfaces; floors are dirty or wet; high-touch areas are not sanitised; bathrooms are dirty with significant residue; rubbish bins are overflowing; amenities are not stocked.