

Lobby

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

Scope of Work

- Dusting all surfaces including reception desk, furniture, and decorative items.
- Vacuuming carpets and rugs.
- Mopping hard floors with appropriate cleaning solution.
- Cleaning and sanitising all glass surfaces and mirrors.
- Emptying and sanitising rubbish bins.
- Wiping and disinfecting high-touch areas such as door handles, lift buttons, and handrails.
- Ensuring all entrance mats are clean and free of debris.
- Maintaining cleanliness of any indoor plants or greenery.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
2. Vacuum all carpeted areas, ensuring edges and corners are thoroughly cleaned.
3. Mop hard floors using a colour-coded mop and bucket system, ensuring the correct cleaning solution is used.
4. Clean glass surfaces with a glass cleaner and microfibre cloth, ensuring no streaks are left.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Wipe and disinfect high-touch areas with a disinfectant wipe or spray.
7. Shake out entrance mats and vacuum if necessary.
8. Wipe leaves of indoor plants with a damp cloth to remove dust.

Equipment

- Microfibre cloths
- Vacuum cleaner
- Mop and bucket with colour-coded system
- Glass cleaner
- Disinfectant wipes/spray
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are dust-free and polished, carpets are free of debris, floors are spotless with no streaks, glass surfaces are crystal clear, bins are empty and sanitised, and high-touch areas are disinfected with no visible marks.
Good	Minor dust on high surfaces, carpets have minimal debris, floors have slight streaks, glass surfaces have minor smudges, bins are empty but not sanitised, high-touch areas are mostly clean.
Pass	Noticeable dust on surfaces, visible debris on carpets, floors have visible streaks, glass surfaces have noticeable smudges, bins are emptied but not sanitised, high-touch areas have visible marks.
Fail	Heavy dust accumulation, significant debris on carpets, floors are dirty with streaks, glass surfaces are unclear, bins are full or overflowing, high-touch areas are visibly dirty.