

Lounge

Code: ANCMF-AU-H-L-02 • Facility: Hospitality • Frequency: daily

Scope of Work

- Dusting of all surfaces including tables, chairs, and decorative items.
- Vacuuming of carpets and rugs.
- Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and remote controls.
- Cleaning and polishing of glass surfaces and mirrors.
- Emptying and sanitising rubbish bins.
- Spot cleaning of walls and upholstery.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

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. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors with a suitable cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas using a disinfectant spray and a clean cloth.
6. Clean and polish glass surfaces and mirrors with a glass cleaner and a lint-free cloth.
7. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
8. Spot clean walls and upholstery as needed, using appropriate cleaning agents for each surface type.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; carpets are vacuumed with no visible debris; floors are spotless and dry; high-touch areas are sanitised with no residue; glass surfaces are streak-free; rubbish bins are empty and odour-free.
Good	Minor dust on surfaces; carpets are mostly clean with minimal debris; floors are clean with slight dampness; high-touch areas are mostly sanitised; glass surfaces have minor streaks; rubbish bins are empty with slight odour.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors are clean but damp; high-touch areas are partially sanitised; glass surfaces have visible streaks; rubbish bins are not overflowing but have noticeable odour.
Fail	Heavy dust on surfaces; carpets are dirty with significant debris; floors are wet or sticky; high-touch areas are unsanitised; glass surfaces are dirty; rubbish bins are overflowing and have strong odour.