

Luggage Room

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

Scope of Work

- Dust all surfaces including shelves, racks, and luggage storage areas.
- Vacuum all carpeted areas and spot clean stains as necessary.
- Mop hard floors with appropriate cleaning solution.
- Wipe down all high-touch surfaces such as door handles, light switches, and trolley handles with a disinfectant.
- Empty rubbish bins and replace liners.
- Ensure all cleaning equipment is colour-coded and used according to designated areas to prevent cross-contamination.
- Check for and remove any unpleasant odours using approved odour neutralisers.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust effectively.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure dust and allergens are removed.
3. Spot clean any visible stains on carpets using a suitable carpet cleaner.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Use a disinfectant wipe or spray on all high-touch surfaces, allowing the product to dwell for the recommended time to ensure efficacy.
6. Empty rubbish bins, replace liners, and ensure bins are clean and free of residue.
7. Use an odour neutraliser spray in the room to maintain a fresh environment.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Disinfectant wipes/spray
- Odour neutraliser
- Colour-coded cleaning equipment
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are spotless and free of debris; floors are shiny with no streaks; high-touch surfaces are sanitised and free of smudges; no odours present; bins are empty and clean.
Good	Minor dust on high surfaces; carpets have no visible debris; floors have minimal streaks; high-touch surfaces are mostly clean; faint odours may be present; bins are empty but may have minor residue.
Pass	Noticeable dust on surfaces; some debris on carpets; floors have visible streaks; high-touch surfaces show smudges; noticeable odours; bins are not emptied or have visible residue.
Fail	Heavy dust accumulation; carpets are visibly dirty; floors are sticky or heavily streaked; high-touch surfaces are visibly dirty; strong odours present; bins are overflowing or dirty.