

Presidential Suite

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

Scope of Work

- Dust all surfaces including furniture, fixtures, and fittings.
- Vacuum all carpeted areas and rugs.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise all high-touch areas such as door handles, light switches, and remote controls.
- Clean and sanitise bathroom facilities including toilets, sinks, showers, and taps.
- Replace toiletries and replenish towels and linens.
- Empty rubbish bins and replace liners.
- Polish mirrors and glass surfaces to a streak-free finish.
- Ensure all amenities are neatly organised and presented.
- Check for and remove any unpleasant odours.

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 capture any falling 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 residue is left.
5. Sanitise high-touch areas using a disinfectant spray and cloth, ensuring all surfaces are wiped dry.
6. Clean bathroom facilities using bathroom-specific cleaning agents, ensuring all surfaces are sanitised and polished.
7. Replace used towels and linens with fresh ones, ensuring they are neatly folded and presented.
8. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
9. Polish mirrors and glass surfaces using a glass cleaner and microfibre cloth for a streak-free finish.
10. Conduct a final inspection to ensure all areas meet quality standards and are guest-ready.

Equipment

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|----------------------------------|----------------------------|----------------------|
| • Cleaning trolley | • Mop and bucket | • Glass cleaner |
| • Colour-coded microfibre cloths | • Disinfectant spray | • Rubbish bin liners |
| • Vacuum cleaner | • Bathroom cleaning agents | • Polishing cloths |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are dust-free and polished, carpets are vacuumed with no visible debris, floors are spotless with no residue, high-touch areas are sanitised and dry, bathroom facilities are immaculate with no stains or odours, mirrors and glass are streak-free, amenities are perfectly organised.
Good	Minor dust on high surfaces, carpets are vacuumed with minimal debris, floors are clean with slight residue, high-touch areas are mostly sanitised, bathroom facilities are clean with minor water spots, mirrors and glass have slight streaks, amenities are mostly organised.
Pass	Noticeable dust on surfaces, carpets have visible debris, floors have visible residue, high-touch areas are partially sanitised, bathroom facilities have visible stains, mirrors and glass have noticeable streaks, amenities are disorganised.
Fail	Heavy dust accumulation, carpets are visibly dirty, floors are sticky or dirty, high-touch areas are unsanitised, bathroom facilities are dirty with strong odours, mirrors and glass are heavily streaked, amenities are missing or in disarray.