

Public Toilets

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

Scope of Work

- Thoroughly clean and sanitise all toilet bowls, seats, and urinals.
- Wipe and sanitise all sinks, taps, and countertops.
- Clean and polish mirrors and glass surfaces.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Replenish toilet paper, soap, and paper towel dispensers.
- Sweep and mop floors using appropriate cleaning solutions.
- Dust and wipe down all surfaces, including partitions and doors.
- Check and remove any graffiti or marks from walls and doors.
- Ensure all drains are clear and free of debris.
- Use colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used.
2. Begin by emptying rubbish bins and replacing liners.
3. Apply sanitising solution to toilet bowls, seats, and urinals, allowing dwell time before scrubbing and rinsing.
4. Wipe and sanitise sinks, taps, and countertops using appropriate cloths.
5. Clean mirrors and glass surfaces with glass cleaner and a microfibre cloth.
6. Sweep floors to remove debris, then mop with a sanitising solution.
7. Dust and wipe down partitions, doors, and other surfaces.
8. Replenish consumables such as toilet paper, soap, and paper towels.
9. Inspect and remove any graffiti or marks from walls and doors.
10. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

- Cleaning trolley
- Colour-coded cloths and mops
- Sanitising solutions
- Glass cleaner
- Microfibre cloths
- Rubbish bin liners
- Dustpan and brush
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised with no streaks or residue. No odours present. Consumables fully stocked. Floors are spotless and dry. No graffiti or marks visible.
Good	Surfaces are clean with minimal streaks. No strong odours. Consumables mostly stocked. Floors are clean with minor dampness. Minimal graffiti or marks.
Pass	Surfaces are generally clean with some streaks. Mild odours present. Consumables partially stocked. Floors are mostly clean with some dampness. Some graffiti or marks visible.
Fail	Surfaces are visibly dirty or unsanitised. Strong odours present. Consumables not stocked. Floors are dirty or wet. Graffiti or marks are prominent.