

Reception

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

Scope of Work

- Dust all surfaces including reception desk, tables, and decorative items.
- Vacuum carpeted areas and spot clean as necessary.
- Mop hard floors using appropriate cleaning solutions.
- Wipe and sanitise high-touch surfaces such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces, including entrance doors and any glass partitions.
- Ensure all cleaning is conducted using a colour-coded cleaning system to prevent cross-contamination.

Method

1. Prepare cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Dust surfaces using a microfibre cloth, starting from high surfaces and working downwards.
3. Vacuum carpets thoroughly, paying special attention to corners and edges.
4. Mop hard floors with a neutral detergent, ensuring no residue is left behind.
5. Wipe and sanitise high-touch surfaces using a disinfectant spray and appropriate cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean glass surfaces with a glass cleaner, ensuring no streaks are left.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, stains, and smudges. Floors are spotless with no residue. Glass surfaces are streak-free. No unpleasant odours present.
Good	Minor dust or smudges on less visible surfaces. Floors are clean with minimal residue. Glass surfaces have minor streaks. No unpleasant odours present.
Pass	Noticeable dust or smudges on visible surfaces. Floors have some residue. Glass surfaces have visible streaks. No strong unpleasant odours present.
Fail	Visible dust, stains, or smudges on surfaces. Floors are dirty with significant residue. Glass surfaces are streaked. Unpleasant odours present.