

Relaxation Area

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

Scope of Work

- Dust all surfaces including tables, chairs, and decorative items.
- Vacuum all carpeted areas and rugs.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise all high-touch surfaces such as door handles, light switches, and remote controls.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces and mirrors.
- Ensure all furniture is arranged neatly and free from stains or marks.
- Check and replenish any amenities such as tissues or hand sanitisers.

Method

1. Begin by organising 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 points and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to edges and corners.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time for effectiveness.
6. Empty rubbish bins, clean them with a disinfectant, and replace liners.
7. Clean glass surfaces with a glass cleaner, ensuring no streaks are left.
8. Inspect furniture for stains and clean with appropriate upholstery cleaner if necessary.
9. Replenish amenities and ensure the area is tidy and inviting.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and free of dust. Floors are immaculate with no stains or debris. High-touch areas are sanitised and have no visible marks. Glass surfaces are crystal clear with no streaks. Furniture is perfectly arranged and free of any stains.
Good	Minor dust on surfaces. Floors are clean with minimal stains. High-touch areas are mostly sanitised with few marks. Glass surfaces have slight streaks. Furniture is mostly arranged and has minor stains.
Pass	Noticeable dust on surfaces. Floors have visible stains and debris. High-touch areas are inconsistently sanitised. Glass surfaces have visible streaks. Furniture is disorganised with visible stains.
Fail	Heavy dust accumulation. Floors are dirty with significant stains and debris. High-touch areas are not sanitised. Glass surfaces are dirty with heavy streaks. Furniture is disarrayed and heavily stained.