

Suite

Code: ANCMF-AU-H-S-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 surfaces such as door handles, light switches, and remote controls.
- Clean and sanitise bathroom facilities including toilets, sinks, and showers.
- Empty and clean rubbish bins, replacing liners as needed.
- Check and replenish consumables such as toilet paper, tissues, and soap.
- Ensure all mirrors and glass surfaces are streak-free and polished.
- Remove any visible stains or marks from walls and surfaces.
- Ensure the suite is free from unpleasant odours.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Begin by dusting all surfaces from top to bottom to avoid resoiling cleaned areas.
3. Vacuum carpets and rugs thoroughly, paying special attention to edges and corners.
4. Mop hard floors with a suitable cleaning solution, ensuring no residue is left behind.
5. Sanitise high-touch areas with an appropriate disinfectant, allowing sufficient contact time for effectiveness.
6. Clean bathroom facilities using designated bathroom cleaning products, ensuring all surfaces are sanitised.
7. Empty rubbish bins, clean them if necessary, and replace liners.
8. Replenish consumables, ensuring they are neatly organised and accessible.
9. Polish mirrors and glass surfaces using a glass cleaner and a lint-free cloth.
10. Conduct a final inspection to ensure all tasks are completed to standard and the suite is ready for guest use.

Equipment

- Cleaning trolley
- Colour-coded microfibre cloths
- Vacuum cleaner
- Mop and bucket
- Disinfectant and cleaning solutions
- Glass cleaner
- Lint-free cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and free of dust. Carpets are vacuumed with no visible debris. Floors are streak-free and sanitised. High-touch areas are thoroughly disinfected. Bathroom facilities are immaculate with no stains or odours. Consumables are fully stocked and neatly presented.
Good	Minor dust on less accessible surfaces. Carpets are mostly clean with minimal debris. Floors are clean with slight streaks. High-touch areas are mostly disinfected. Bathroom facilities are clean with minor water spots. Consumables are mostly stocked.
Pass	Noticeable dust on surfaces. Carpets have visible debris. Floors have visible streaks. High-touch areas are inconsistently disinfected. Bathroom facilities have visible stains. Consumables are low or disorganised.
Fail	Heavy dust accumulation. Carpets are visibly dirty. Floors are dirty and unsanitised. High-touch areas are not disinfected. Bathroom facilities are unclean with strong odours. Consumables are missing or empty.