

Spa

Code: ANCMF-AU-H-S-02 • Facility: Hospitality • Frequency: daily

Scope of Work

- Dusting all surfaces including shelves, counters, and decorative items.
- Sanitising all high-touch areas such as door handles, light switches, and taps.
- Vacuuming and mopping all floors using appropriate cleaning solutions.
- Cleaning and sanitising all spa equipment and furniture.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing mirrors and glass surfaces.
- Ensuring all towels and linens are replaced and laundered according to hygiene standards.
- Checking and replenishing supplies such as soap, shampoo, and sanitiser.

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, working from top to bottom to ensure no area is missed.
3. Sanitise high-touch areas using a disinfectant solution, ensuring sufficient contact time as per product instructions.
4. Vacuum all carpeted areas and mop hard floors with a suitable cleaning solution, ensuring no residue is left.
5. Clean and sanitise all spa equipment, ensuring no moisture is left on electrical components.
6. Empty rubbish bins, replace liners, and sanitise the bins before replacing them.
7. Clean mirrors and glass surfaces with a glass cleaner, ensuring no streaks are left.
8. Replace all towels and linens, ensuring they are laundered at appropriate temperatures for hygiene.
9. Check all supplies and replenish as necessary, ensuring all products are within expiry dates.

Equipment

- Colour-coded microfibre cloths
- Disinfectant and cleaning solutions
- Rubbish bin liners
- Vacuum cleaner
- Glass cleaner
- Personal protective equipment (PPE)
- Mop and bucket
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; high-touch areas are sanitised with no residue; floors are spotless with no streaks; spa equipment is clean and dry; rubbish bins are empty and sanitised; mirrors and glass are streak-free; all supplies are fully stocked and within expiry.
Good	Minor dust on high surfaces; high-touch areas sanitised but minor residue; floors clean with minor streaks; spa equipment clean but slightly damp; rubbish bins empty but not sanitised; mirrors and glass mostly streak-free; supplies mostly stocked.
Pass	Noticeable dust on surfaces; high-touch areas partially sanitised; floors have visible streaks; spa equipment has visible moisture; rubbish bins not emptied; mirrors and glass have visible streaks; supplies low.
Fail	Heavy dust accumulation; high-touch areas not sanitised; floors dirty with debris; spa equipment dirty and wet; rubbish bins overflowing; mirrors and glass dirty; supplies depleted.