

Staff Areas

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of carpets and rugs.
- Mopping of hard floors.
- Sanitising of high-touch surfaces such as door handles, light switches, and taps.
- Cleaning and sanitising of kitchenettes, including benchtops, sinks, and appliances.
- Emptying and sanitising rubbish bins.
- Cleaning of windows and glass surfaces.
- Restocking of hygiene supplies such as hand soap and paper towels.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpets and rugs using a HEPA-filter vacuum cleaner to ensure dust and allergens are effectively removed.
3. Mop hard floors with a neutral pH cleaner to avoid damage to surfaces.
4. Sanitise high-touch surfaces using a hospital-grade disinfectant, ensuring contact time as per manufacturer's instructions.
5. Clean kitchenettes by wiping down benchtops and appliances with a food-safe sanitiser.
6. Empty rubbish bins and replace liners, then sanitise the bins with a disinfectant spray.
7. Clean windows and glass surfaces with a streak-free glass cleaner.
8. Check and restock hygiene supplies, ensuring all dispensers are functioning correctly.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Hospital-grade disinfectant
- Food-safe sanitiser
- Disinfectant spray
- Streak-free glass cleaner
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Floors are spotless with no streaks or residue. High-touch surfaces are sanitised and free of smudges. Rubbish bins are empty and odour-free. Windows and glass surfaces are crystal clear with no streaks. Hygiene supplies are fully stocked.
Good	Most surfaces are clean with minimal dust. Floors are clean with minor streaks. High-touch surfaces are mostly sanitised. Rubbish bins are empty with slight odour. Windows and glass surfaces have minor streaks. Hygiene supplies are mostly stocked.
Pass	Some surfaces have visible dust. Floors have noticeable streaks. High-touch surfaces are partially sanitised. Rubbish bins are not overflowing but have noticeable odour. Windows and glass surfaces have visible streaks. Hygiene supplies are low but available.
Fail	Surfaces are dusty. Floors are dirty with visible residue. High-touch surfaces are not sanitised. Rubbish bins are overflowing and have strong odour. Windows and glass surfaces are dirty with streaks. Hygiene supplies are depleted.