

Service Corridors

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

Scope of Work

- Dust all horizontal and vertical surfaces, including skirting boards and ledges.
- Vacuum carpeted areas and spot clean stains.
- Mop hard floors with appropriate cleaning solution.
- Sanitise high-touch surfaces such as door handles, light switches, and lift buttons.
- Empty and clean rubbish bins, replacing liners as needed.
- Check and clean air vents and grilles.
- Ensure all cleaning supplies are replenished and stored correctly on the trolley.

Method

1. Prepare the cleaning trolley with colour-coded cleaning cloths and solutions.
2. Dust surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets thoroughly, paying special attention to edges and corners.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, clean the interior and exterior, and replace liners.
7. Inspect air vents and grilles, dusting or wiping as necessary.
8. Replenish cleaning supplies and organise the trolley for the next use.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; no rubbish or odours present; high-touch areas are sanitised and visibly clean.
Good	Minor dust on high surfaces; floors are clean with no visible stains; rubbish bins are empty and clean; high-touch areas are mostly sanitised.
Pass	Noticeable dust on surfaces; some floor stains present; rubbish bins are emptied but not cleaned; high-touch areas are partially sanitised.
Fail	Visible dust accumulation; floors are dirty or sticky; rubbish bins are full or have odours; high-touch areas are not sanitised.