

Staff Entrance

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

Scope of Work

- Dust all surfaces including ledges, skirting boards, and fixtures.
- Vacuum carpets and mats to remove dirt and debris.
- Mop hard floors with appropriate cleaning solution.
- Sanitise high-touch areas such as door handles, light switches, and handrails.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure entrance mats are clean and free of trip hazards.
- Check for and remove any cobwebs or insect debris.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust particles.
2. Vacuum carpets and mats using a HEPA-filter vacuum cleaner to ensure dust and allergens are effectively removed.
3. Prepare a mop bucket with a neutral pH cleaning solution and mop all hard floor surfaces, ensuring no excess water is left to prevent slips.
4. Use a disinfectant spray to sanitise high-touch areas, allowing appropriate contact time for effective germ kill.
5. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
6. Clean glass surfaces with a glass cleaner and microfibre cloth to avoid streaks.
7. Inspect entrance mats for cleanliness and reposition if necessary to ensure safety.
8. Conduct a final inspection to ensure all areas meet quality standards.

Equipment

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| • Microfibre cloths | • Neutral pH cleaning solution | • Rubbish bin liners |
| • HEPA-filter vacuum cleaner | • Disinfectant spray | • Cleaning trolley |
| • Mop and bucket | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch areas are sanitised with no visible smudges; bins are empty and odour-free; glass surfaces are streak-free; entrance mats are clean and correctly positioned.
Good	Minor dust on less accessible surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; bins are empty but may have minor odour; glass surfaces have minor streaks; entrance mats are mostly clean and positioned correctly.
Pass	Noticeable dust on surfaces; floors have visible residue; high-touch areas are partially sanitised; bins are not overflowing but have noticeable odour; glass surfaces have visible streaks; entrance mats are somewhat clean but not positioned correctly.
Fail	Heavy dust accumulation; floors are dirty with significant residue; high-touch areas are unsanitised; bins are overflowing and odorous; glass surfaces are heavily streaked; entrance mats are dirty and pose a trip hazard.