

Spa Reception

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

Scope of Work

- Dust all surfaces including reception desk, shelves, and decorative items.
- Vacuum carpets and rugs to remove dirt and debris.
- Mop hard floors with appropriate cleaning solution.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and reception phones.
- Clean and polish glass surfaces including windows and mirrors.
- Empty rubbish bins and replace liners.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.
- Check and replenish supplies such as hand sanitiser and tissues.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Wipe and sanitise high-touch surfaces with a disinfectant solution, allowing appropriate contact time for effectiveness.
6. Clean glass surfaces with a glass cleaner and microfibre cloth to avoid streaks.
7. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
8. Replenish supplies and ensure the reception area is tidy and organised.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and free of dust. Carpets are clean with no visible debris. Floors are streak-free and dry. Glass surfaces are crystal clear. No odours present. Supplies are fully stocked.
Good	Minor dust on high surfaces. Carpets are mostly clean with minimal debris. Floors have slight streaks. Glass surfaces have minor smudges. No strong odours. Supplies are mostly stocked.
Pass	Noticeable dust on surfaces. Carpets have visible debris. Floors are streaky. Glass surfaces have visible smudges. Mild odours present. Supplies are low but available.
Fail	Heavy dust accumulation. Carpets are dirty with significant debris. Floors are wet or sticky. Glass surfaces are dirty. Strong odours present. Supplies are depleted.