

Staff Room

Code: ANCMF-AU-H-SR-04 • Facility: Hospitality • Frequency: daily

Scope of Work

- Dust all surfaces including tables, chairs, and shelves.
- Wipe and sanitise all high-touch areas such as door handles, light switches, and taps.
- Vacuum carpeted areas and mop hard floors.
- Empty rubbish bins and replace liners.
- Clean and sanitise kitchen appliances and surfaces.
- Ensure windows and glass surfaces are free of smudges and fingerprints.
- Check and refill consumables such as hand soap and paper towels.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust effectively.
2. Use a colour-coded cleaning system to wipe and sanitise high-touch areas, ensuring cross-contamination is avoided.
3. Vacuum carpets thoroughly, paying attention to corners and under furniture.
4. Mop hard floors with a suitable cleaning solution, ensuring no residue is left.
5. Empty rubbish bins, replace liners, and dispose of waste according to facility guidelines.
6. Clean kitchen appliances with appropriate cleaning agents, ensuring all surfaces are sanitised.
7. Use glass cleaner to remove smudges from windows and glass surfaces.
8. Check consumables and refill as necessary, ensuring compliance with health and safety standards.

Equipment

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|--------------------------------|------------------------|----------------------|
| • Microfibre cloths | • Mop and bucket | • Rubbish bin liners |
| • Colour-coded cleaning cloths | • Sanitising solutions | • Cleaning trolley |
| • Vacuum cleaner | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, no dust or smudges visible. Floors are clean with no residue. Rubbish bins are empty and clean. Consumables are fully stocked. No unpleasant odours present.
Good	Minor dust or smudges on less visible surfaces. Floors are mostly clean with minimal residue. Rubbish bins are empty. Consumables are mostly stocked. No strong odours present.
Pass	Noticeable dust or smudges on some surfaces. Floors have some residue. Rubbish bins are not overflowing. Consumables are low but available. Mild odours present.
Fail	Significant dust or smudges on surfaces. Floors are dirty with visible residue. Rubbish bins are overflowing. Consumables are depleted. Strong unpleasant odours present.