

Staff Toilets

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

Scope of Work

- Thorough cleaning and sanitising of all toilet surfaces, including basins, bowls, and seats.
- Wiping and disinfecting of taps, handles, and dispensers.
- Emptying and sanitising rubbish bins.
- Mopping and sanitising of floors.
- Dusting and wiping of all horizontal surfaces, including partitions and ledges.
- Replenishing of toilet paper, soap, and hand towels.
- Inspection and removal of any visible stains or marks on walls and doors.
- Ensuring all areas are free from unpleasant odours.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cleaning cloths are used to prevent cross-contamination.
2. Begin by emptying rubbish bins and replacing liners.
3. Apply disinfectant to all toilet surfaces and allow appropriate dwell time before scrubbing and rinsing.
4. Wipe down taps, handles, and dispensers with a sanitising solution.
5. Mop the floor using a sanitising solution, ensuring all areas are covered.
6. Dust and wipe all horizontal surfaces, ensuring no dust or debris is left.
7. Replenish consumables such as toilet paper, soap, and hand towels.
8. Conduct a final inspection to ensure all areas are clean, dry, and free from odours.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops.
- Disinfectant and sanitising solutions.
- Rubbish bin liners.
- Dusting cloths and tools.
- Personal protective equipment (PPE) including gloves and masks.

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised, with no stains or marks. No dust or debris present. Consumables fully stocked. No odours detected.
Good	Surfaces are clean with minor marks that are not immediately visible. Minimal dust present. Consumables mostly stocked. No strong odours.
Pass	Surfaces are generally clean but with visible marks or stains. Some dust present. Consumables available but not fully stocked. Mild odours present.
Fail	Surfaces are visibly dirty with stains or marks. Dust and debris present. Consumables not stocked. Strong odours detected.