

Toilets

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

Scope of Work

- Thorough cleaning and sanitising of all toilet surfaces, including bowls, seats, and lids.
- Cleaning and polishing of mirrors and glass surfaces.
- Sanitising of taps, sinks, and countertops.
- Emptying and sanitising rubbish bins.
- Replenishing toilet paper, soap, and hand towels.
- Mopping and sanitising of floors.
- Dusting and wiping of all horizontal surfaces.
- Removal of any visible stains or marks on walls and partitions.
- Ensuring all dispensers are functional and clean.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Put on appropriate personal protective equipment (PPE) as per Australian workplace health and safety requirements.
3. Begin by emptying rubbish bins and replacing liners.
4. Apply sanitiser to all toilet surfaces and allow dwell time as per product instructions.
5. Clean mirrors and glass surfaces with glass cleaner and a microfibre cloth.
6. Sanitise taps, sinks, and countertops using a disinfectant spray and cloth.
7. Mop floors with a sanitising solution, ensuring no excess water is left.
8. Dust and wipe all horizontal surfaces with a damp cloth.
9. Check and refill all dispensers with necessary supplies.
10. Inspect the area to ensure all tasks are completed to standard.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops.
- Sanitising solutions and disinfectants.
- Glass cleaner.
- Microfibre cloths.
- Rubbish bin liners.
- Personal protective equipment (PPE).
- Floor mop and bucket.

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised, with no streaks or residues. No odours present. Supplies are fully stocked. Floors are dry and free of debris.
Good	Surfaces are clean with minimal streaks. No strong odours. Supplies are mostly stocked. Floors are mostly dry with minor debris.
Pass	Surfaces are mostly clean but may have some streaks. Mild odours present. Supplies are low but available. Floors have some wet spots and debris.
Fail	Surfaces are visibly dirty or stained. Strong odours present. Supplies are depleted. Floors are wet and have significant debris.