

VIP Area

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

Scope of Work

- Dust all surfaces including tables, chairs, and decorative items.
- Vacuum carpets and rugs using a HEPA-filter vacuum cleaner.
- Mop hard floors with a neutral pH cleaner.
- Sanitise high-touch surfaces such as door handles, light switches, and remote controls.
- Clean and polish glass surfaces and mirrors.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Check and restock amenities such as tissues and hand sanitisers.
- Ensure no unpleasant odours are present by using approved air fresheners.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a figure-eight motion to ensure even coverage and prevent streaking.
5. Sanitise high-touch surfaces with a disinfectant spray, allowing appropriate contact time as per product instructions.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

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| • Microfibre cloths (colour-coded) | • Disinfectant spray | • Cleaning trolley |
| • HEPA-filter vacuum cleaner | • Glass cleaner | • Rubbish bin liners |
| • Mop and bucket with neutral pH cleaner | • Lint-free cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and free of dust. Carpets are vacuumed with no visible debris. Floors are streak-free and sanitised. High-touch surfaces are disinfected with no residue. Glass surfaces are crystal clear. No odours present. Bins are empty and sanitised.
Good	Minor dust on surfaces. Carpets mostly free of debris. Floors have minimal streaks. High-touch surfaces mostly disinfected. Glass surfaces have minor streaks. No strong odours. Bins are empty but not fully sanitised.
Pass	Noticeable dust on surfaces. Carpets have some debris. Floors have visible streaks. High-touch surfaces partially disinfected. Glass surfaces have visible streaks. Mild odours present. Bins are emptied but not sanitised.
Fail	Heavy dust on surfaces. Carpets visibly dirty. Floors are dirty and streaked. High-touch surfaces not disinfected. Glass surfaces are dirty. Strong odours present. Bins are full or not emptied.