

Waiting Area

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

Scope of Work

- Dust all surfaces including tables, chairs, and decorative items.
- Vacuum all carpeted areas and spot clean as necessary.
- Mop hard floors using appropriate cleaning solutions.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and reception counters.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces including windows and mirrors.
- Ensure all furniture is arranged neatly and free of dust and debris.
- Check for and remove any unpleasant odours.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, 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 carpeted areas thoroughly, paying special attention to corners and under furniture.
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 using a disinfectant spray and cloth.
6. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
7. Clean glass surfaces with a glass cleaner and microfibre cloth, ensuring no streaks are left.
8. Rearrange furniture as needed to maintain a tidy appearance.
9. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; floors are spotless with no debris; glass surfaces are streak-free; no odours present; furniture is neatly arranged.
Good	Minor dust on surfaces; floors are clean with minimal debris; glass surfaces have minor streaks; no strong odours; furniture is mostly arranged.
Pass	Noticeable dust on some surfaces; floors have some debris; glass surfaces have visible streaks; mild odours present; furniture is somewhat disorganised.
Fail	Significant dust accumulation; floors are dirty with visible debris; glass surfaces are heavily streaked; strong odours present; furniture is disorganised.