

Hotel Booking

Code: ANCMF-AU-TH-HB-01 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dust all surfaces including counters, desks, and shelves.
- Sanitise high-touch areas such as door handles, telephones, and booking kiosks.
- Vacuum carpeted areas and mop hard floors.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces including windows and partitions.
- Ensure all signage is clean and legible.
- Maintain cleanliness of seating areas, ensuring no visible stains or debris.

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. Sanitise high-touch areas using an appropriate disinfectant, allowing sufficient contact time as per manufacturer's instructions.
4. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
5. Mop hard floors using a neutral pH cleaner, ensuring no excess water is left behind.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean glass surfaces with a glass cleaner, ensuring no streaks are left.
8. Inspect seating areas for stains or debris and clean as necessary.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; high-touch areas are sanitised with no residue; floors are spotless with no visible debris; bins are empty and clean; glass surfaces are streak-free; seating areas are immaculate.
Good	Minor dust on less accessible surfaces; high-touch areas mostly sanitised; floors have minimal debris; bins are emptied but may have minor residue; glass surfaces have minor streaks; seating areas are clean with minor imperfections.
Pass	Noticeable dust on surfaces; high-touch areas partially sanitised; floors have visible debris; bins are emptied but not clean; glass surfaces have visible streaks; seating areas have visible stains or debris.
Fail	Significant dust accumulation; high-touch areas not sanitised; floors are dirty with visible debris; bins are full or overflowing; glass surfaces are dirty; seating areas are visibly dirty or stained.