

VIP Lounge

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

Scope of Work

- Dust all surfaces including tables, chairs, and decorative items.
- Vacuum all carpeted areas and spot clean stains.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise all high-touch surfaces such as door handles, light switches, and remote controls.
- Clean and sanitise toilets, ensuring all fixtures are spotless and odour-free.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Replenish supplies such as toilet paper, tissues, and hand sanitiser.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust effectively.
2. Vacuum carpets using a HEPA-filter vacuum cleaner to reduce allergens.
3. Mop hard floors with a neutral pH cleaner to avoid damage to surfaces.
4. Use a disinfectant spray on high-touch surfaces, allowing appropriate dwell time for sanitisation.
5. Clean toilets with a toilet-specific cleaner, ensuring all surfaces are scrubbed and disinfected.
6. Empty rubbish bins, ensuring no residue is left, and replace liners.
7. Use a glass cleaner on mirrors and glass surfaces, wiping with a lint-free cloth for a streak-free finish.
8. Check and replenish all consumables, ensuring they are fully stocked.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Disinfectant spray
- Toilet brush and cleaner
- Rubbish bin liners
- Glass cleaner
- Lint-free cloths

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are spotless with no visible stains; floors are shiny and free of streaks; all high-touch surfaces are sanitised with no residue; toilets are immaculate with no odours; rubbish bins are empty and clean; glass surfaces are crystal clear.
Good	Minor dust on surfaces; carpets have minimal stains; floors have slight streaks; high-touch surfaces are mostly sanitised; toilets are clean with slight odour; rubbish bins are empty but not cleaned; glass surfaces have minor smudges.
Pass	Noticeable dust on surfaces; carpets have visible stains; floors are dull with streaks; high-touch surfaces are partially sanitised; toilets are clean but with noticeable odours; rubbish bins are emptied but dirty; glass surfaces have visible smudges.
Fail	Heavy dust on surfaces; carpets are stained and dirty; floors are dirty with visible streaks; high-touch surfaces are not sanitised; toilets are dirty with strong odours; rubbish bins are full or overflowing; glass surfaces are dirty with smudges.