Australian National Cleaning Management Framework (ANCMF)

Bell Desk

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

Scope of Work

- Dust all surfaces, including desks, counters, and decorative items.
- Sanitise high-touch areas such as telephones, pens, and bell carts.
- Vacuum carpeted areas and spot clean any stains.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean glass surfaces, including windows and partitions, to remove fingerprints and smudges.
- Ensure all cleaning supplies are restocked and organised on the trolley.

Method

- 1. Begin by organising the cleaning trolley with necessary supplies, ensuring all items are colour-coded and in good condition.
- 2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
- 3. Sanitise high-touch areas with an appropriate disinfectant, allowing the solution to dwell for the recommended time.
- 4. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
- 5. Mop hard floors using a damp mop and a neutral pH cleaner, ensuring no excess water remains.
- 6. Empty rubbish bins, clean the interior and exterior, and replace liners.
- 7. Clean glass surfaces with a glass cleaner, using a squeegee for a streak-free finish.
- 8. Restock and organise the cleaning trolley, ensuring all items are ready for the next use.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner with HEPA filter
- Mop and bucket (colour-coded)
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners

Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; high-touch areas are sanitised with no residue; floors are spotless with no visible stains; glass surfaces are streak-free; rubbish bins are clean and odour-free.
Good	Minor dust on less accessible surfaces; high-touch areas are mostly sanitised; floors have minor stains; glass surfaces have minimal streaks; rubbish bins are clean but may have slight odour.
Pass	Noticeable dust on surfaces; some high-touch areas missed; floors have visible stains; glass surfaces have noticeable streaks; rubbish bins are not fully clean.
Fail	Significant dust accumulation; high-touch areas not sanitised; floors are dirty; glass surfaces are heavily streaked; rubbish bins are dirty and odorous.