# **Australian National Cleaning Management Framework (ANCMF)**

# Spa

Code: ANCMF-AU-H-S-02 • Facility: Hospitality • Frequency: daily

### Scope of Work

- Dusting all surfaces including shelves, counters, and decorative items.
- Sanitising all high-touch areas such as door handles, light switches, and taps.
- Vacuuming and mopping all floors using appropriate cleaning solutions.
- Cleaning and sanitising all spa equipment and furniture.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing mirrors and glass surfaces.
- Ensuring all towels and linens are replaced and laundered according to hygiene standards.
- Checking and replenishing supplies such as soap, shampoo, and sanitiser.

#### Method

- 1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
- 2. Begin by dusting all surfaces, working from top to bottom to ensure no area is missed.
- 3. Sanitise high-touch areas using a disinfectant solution, ensuring sufficient contact time as per product instructions.
- 4. Vacuum all carpeted areas and mop hard floors with a suitable cleaning solution, ensuring no residue is left.
- 5. Clean and sanitise all spa equipment, ensuring no moisture is left on electrical components.
- 6. Empty rubbish bins, replace liners, and sanitise the bins before replacing them.
- 7. Clean mirrors and glass surfaces with a glass cleaner, ensuring no streaks are left.
- 8. Replace all towels and linens, ensuring they are laundered at appropriate temperatures for hygiene.
- 9. Check all supplies and replenish as necessary, ensuring all products are within expiry dates.

## **Equipment**

· Colour-coded microfibre cloths

• Disinfectant and cleaning solutions

Rubbish bin liners

• Vacuum cleaner

Glass cleaner

• Personal protective equipment (PPE)

Mop and bucket

Cleaning trolley

# **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 streaks; spa equipment is clean and dry; rubbish bins are empty and sanitised; mirrors and glass are streak-free; all supplies are fully stocked and within expiry.
Good	Minor dust on high surfaces; high-touch areas sanitised but minor residue; floors clean with minor streaks; spa equipment clean but slightly damp; rubbish bins empty but not sanitised; mirrors and glass mostly streak-free; supplies mostly stocked.
Pass	Noticeable dust on surfaces; high-touch areas partially sanitised; floors have visible streaks; spa equipment has visible moisture; rubbish bins not emptied; mirrors and glass have visible streaks; supplies low.
Fail	Heavy dust accumulation; high-touch areas not sanitised; floors dirty with debris; spa equipment dirty and wet; rubbish bins overflowing; mirrors and glass dirty; supplies depleted.