Australian National Cleaning Management Framework (ANCMF)

Standard Room

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

Scope of Work

- Dust all surfaces including furniture, fixtures, and fittings.
- Vacuum carpeted areas and mop hard floors.
- Sanitise high-touch surfaces such as door handles, light switches, and remote controls.
- Clean and sanitise bathroom facilities including the toilet, sink, and shower.
- Empty rubbish bins and replace liners.
- Check and replenish guest amenities and supplies.
- Ensure windows and mirrors are streak-free and clean.
- Inspect and remove any visible stains or marks on walls and floors.

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, starting from the highest point and working downwards.
- 3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
- 4. Mop hard floors using a suitable cleaning solution, ensuring no residue is left.
- 5. Sanitise high-touch surfaces using an appropriate disinfectant.
- 6. Clean the bathroom, starting with the sink and shower, and finishing with the toilet. Use separate cloths for each area.
- 7. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
- 8. Replenish guest amenities, ensuring all items are neatly arranged.
- 9. Clean windows and mirrors using a glass cleaner, ensuring no streaks remain.
- 10. Conduct a final inspection to ensure all areas meet the required standards.

Equipment

Cleaning trolley

Mop and bucket

Rubbish bin liners

- · Colour-coded microfibre cloths
- Disinfectant and cleaning solutions
- Personal protective equipment (PPE)

• Vacuum cleaner

Glass cleaner

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are dust-free and polished; carpets are vacuumed with no visible debris; floors are spotless and streak-free; high-touch surfaces are fully sanitised; bathroom is immaculate with no water spots or soap scum; rubbish bins are empty and clean; windows and mirrors are crystal clear.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch surfaces are mostly sanitised; bathroom is clean with minor water spots; rubbish bins are empty; windows and mirrors have minor streaks.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch surfaces are partially sanitised; bathroom has visible water spots and soap scum; rubbish bins are not overflowing; windows and mirrors have visible streaks.
Fail	Heavy dust accumulation; carpets are dirty with significant debris; floors are dirty with streaks and residue; high-touch surfaces are not sanitised; bathroom is dirty with significant water spots and soap scum; rubbish bins are overflowing; windows and mirrors are dirty with streaks.