

Help to service toilets and bathrooms

Overview

This standard is about cleaning toilets, washrooms, bathrooms and surrounding areas. It also covers restocking supplies such as toilet paper, soap, towels and disposing of waste. It is for room attendants or cleaners that regularly clean the toilets and bathrooms. Not the most of glamorous jobs but none the less an extremely important one. The cleanliness and maintenance of any establishment is an area that guests or customers can be very quick to comment on, particularly on social media platforms.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Help to service toilets and bathrooms

Performance criteria

You must be able to:

Clean toilets, washrooms and bathrooms

1. Check timescales for planned workload and plan work accordingly
2. Prepare the work area for cleaning
3. Present a positive image of yourself and the organisation when coming into contact with customers or staff
4. Clean the inside of the toilet so that it is free of dirt and removable marks
5. Check that toilets are free flushing and draining
6. Clean the outside of the toilet so that it is free from dirt and removable marks
7. Clean basins and taps so that they are free of dirt and removable marks
8. Clean bathroom appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks
9. Clean the surrounding floors, walls, mirrors and other surfaces
10. Check that plug holes and over flows are free from blockages
11. Use cleaning equipment, materials and chemicals in line with manufacturers' instructions
12. Follow your organisation's procedures for dealing with the customers' personal property
13. Clean cleaning equipment and materials and store them correctly after use

Restock customer supplies and accessories

14. Check and restock customer supplies and accessories in line with organisational requirements
15. Arrange customer supplies and accessories as instructed
16. Check that customer supplies and accessories are clean and free from damage
17. Report any stock shortages to the appropriate member of staff
18. Check that waste bins are empty, clean and ready for use
19. Identify waste and get it ready for dispatch following all organisational environmental and sustainability procedures

Knowledge and understanding

You need to know and understand:

For the whole unit

1. The importance of working to timescales
2. Your organisation's standards for toilets and bathrooms
3. Why you should wear protective clothing when cleaning
4. Why you should not use toilet and bathroom cleaning equipment in other areas
5. Why you should not mix different cleaning materials and understand the health and safety implications if this happens
6. Why you should follow manufacturers' instructions when using cleaning equipment and materials
7. The types of problems you might come across when cleaning toilets and bathrooms and how to deal with these
8. What to do if a customer comes in when you are cleaning a toilet or bathroom
9. Basic legislation concerning substances which may be hazardous to health
10. The organisation's environmental and sustainability procedures when dealing with waste

Clean toilets and washrooms

11. How to prepare toilet and washroom areas for cleaning
 12. Why you should get rid of all traces of cleaning materials from toilet appliances
 13. Which cleaning processes you should use for different types of surfaces, toilet appliances, basins and level of soilage
 14. How effective cleaning helps with infection control
- Clean bathrooms
15. How to prepare bathroom areas for cleaning and why
 16. Which cleaning processes you should use for different types of surfaces, toilet appliances and level of soilage
 17. How to clean other items you may find in a bathroom such as a phone

Restock customer supplies and accessories

18. Your organisation's standards for restocking customer supplies and accessories
19. Why you should handle and dispose of waste correctly
20. Why it is important to correctly identify waste
21. Types of hazardous waste you might come across and how to deal with these

22. Why you should maintain a constant stock of supplies and accessories

Scope/range

1. Preparation of work area

- 1.1 use of personal protective equipment
- 1.2 put up hazard warning signs
- 1.3 protect surrounding areas
- 1.4 ensure the room is properly ventilated

2. Surfaces

- 2.1 plastic
- 2.2 ceramic
- 2.3 stainless steel / chrome / other metals
- 2.4 floor coverings
- 2.5 stone
- 2.6 marble
- 2.7 wood
- 2.8 glass

3. Toilet, bathroom and washroom furniture

- 3.1 WCs
- 3.2 urinals
- 3.3 basins
- 3.4 bathtubs
- 3.5 spa baths
- 3.6 showers / showerheads
- 3.7 other furniture such as tables and chairs

4. Cleaning equipment and materials

- 4.1 toilet brush and holder
- 4.2 cloths
- 4.3 cleaning chemicals / fluids
- 4.4 abrasive pads
- 4.5 mops and buckets

5. Customer supplies and accessories

- 5.1 disposable
- 5.2 reusable

6. Waste

- 6.1 hazardous

6.2 non-hazardous

7. Dispatch methods

7.1 external collection

7.2 recycling

Glossary

Protective clothing

For example, gloves and overalls

Hazardous waste

For example, sharp objects or chemicals

Non-hazardous waste

For example, paper

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