

## Service public areas at front of house

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### Overview

This standard is about cleaning and maintaining areas such as lobbies, lifts, entrances and public toilets, using suitable equipment. It is for receptionists and cleaning staff. First impressions of any hospitality establishment can be the public areas for customers and guests. With expectations being constantly pushed higher and the ever increasing use of social media platforms to illustrate guests likes or dislikes, it is an area that must be clean and well maintained.

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

- Service public areas at front of house

Service public areas at front of house

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## Performance criteria

You must be able to:

### **Clean public areas**

1. Choose the right cleaning equipment and materials for the area you are cleaning
2. Erect hazard warning signs if required in the working area
3. Wear personal protective equipment appropriate to the area and cleaning materials being used
4. Clean dust, dirt, debris and removable marks from the surfaces you are cleaning
5. Store your cleaning equipment correctly and safely after use
6. Dispose of used cleaning materials safely according to organisational procedures
7. Address customers or guests accordingly and politely as appropriate

### **Help to keep public areas neat, tidy and in good order**

8. Empty waste containers and dispose of waste correctly
9. Arrange furniture neatly according to organisational standards
10. Keep displays neat, tidy and up-to-date
11. Spot and report any faults in the area to the appropriate member of staff

Service public areas at front of house

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## Knowledge and understanding

You need to know and understand:

### **For the whole unit**

1. Your organisation's standards for cleaning and tidying and why you should work to these
2. How to acknowledge customers correctly when you are working front of house
3. How to choose the right cleaning equipment and materials for the areas and surfaces that you clean
4. When and how you should use hazard warning signs when you are cleaning
5. When you should wear personal protective equipment and what type of personal protective equipment to wear
6. How to dispose of used cleaning materials correctly and why
7. The different chemical warning signs you will come across and what they mean
8. The types of problems that may happen when you are cleaning and how to deal with these yourself or report them

### **Help to keep public areas neat, tidy and in good order**

9. Why front of house areas need to be clean, tidy and well maintained
10. Types of waste that you deal with and how to get rid of it correctly and safely
11. How you should arrange the furniture in front of house areas
12. The types of displays you are responsible for
13. Why it is important to keep displays neat and tidy and well-stocked
14. How to keep displays neat, tidy and up-to-date
15. The types of things that may need fixing in the front of house areas; how to spot and report them
16. The types of problems that may happen when you are working front of house and how to deal with these

Service public areas at front of house

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**Scope/range**

**1. Public areas**

- 1.1 lobby
- 1.2 passenger lifts
- 1.3 corridors and stairways
- 1.4 front entrance
- 1.5 eating and drinking areas

**2. Cleaning equipment**

- 2.1 mops and buckets
- 2.2 brooms and brushes
- 2.3 vacuum cleaners
- 2.4 cloths

**3. Cleaning materials**

- 3.1 water
- 3.2 detergent
- 3.3 polish
- 3.4 chemicals

**4. Surfaces**

- 4.1 steps/ramps
- 4.2 floors/floor coverings
- 4.3 glass surfaces
- 4.4 furniture
- 4.5 cushions/curtains and fabrics
- 4.6 metal
- 4.7 plastic

**5. Waste containers**

- 5.1 waste bins

**6. Furniture**

- 6.1 chairs
- 6.2 tables
- 6.3 lighting fixtures and fittings

**7. Displays**

- 7.1 public notices

Service public areas at front of house

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7.2 magazines/brochure racks

7.3 plants/floral decorations

7.4 pictures

7.5 digital displays

7.6 vending machines

## Glossary

### **Chemical warning signs**

Signs on bottles that tell you what type of chemicals you are using

### **Faults**

For example, lights not working, damage to furniture and fixtures etc.

### **Hazard warning signs**

Signs that warn other people that you are cleaning and that floors may be wet and slippery

### **Protective clothing**

For example, overalls and gloves

Service public areas at front of house

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