## TSC Category
Housekeeping Operations

## TSC
Public Areas Housekeeping Operations Management

## TSC Description
Manage cleaning operations to maintain the cleanliness and presentation of public and back-of-house areas to uphold the brand image of the property

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td>Carry out cleaning activities for public and back-of-house areas</td>
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<tr>
<td>Supervise cleaning activities for public and back-of-house areas, and conduct inspection, to ensure operational efficiency and adherence to organisational cleanliness standards</td>
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### Knowledge
- Organisational standard of clean and well-presented public and back-of-house areas
- Types of spillage, soilage, dust and debris, and appropriate methods of removal
- Types and usage of cleaning tools, equipment, supplies and chemicals for surface cleaning
- Types of waste
- Waste handling and disposal methods
- Protocols for entry into public toilets, showers or change rooms
- Organisational and regulatory requirements on hygiene, security, and workplace safety and health
- Guidelines for assigning work assignments
- Procedures for inspecting public areas
- Protocols for entry into public toilets, showers or change rooms
- Guidelines for maintaining security when accessing public areas
- Organisational and regulatory requirements on hygiene, security, and workplace safety and health
- Documentation procedures

### Abilities
- Prepare for cleaning activities
- Carry out servicing of public and back-of-house areas
- Organise public area cleaning at start-of-shift
- Inspect public areas
- Follow up on inspections
<table>
<thead>
<tr>
<th>• Perform end-of-shift activities</th>
<th>• Reinstate public areas at end-of-shift</th>
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<tbody>
<tr>
<td>• Respect and protect the privacy and safety of guests and/or customers in accordance with organisational procedures</td>
<td>• Guide staff on informing guests and/or customers in advance when carrying out public areas cleaning</td>
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