

ETIQUETTE GUIDELINES AMENITIES & PRIVATE LIVING SPACE

1. INTRODUCTION

Correct etiquette in amenities and private living space for conducting an occupancy check is important as it is designed to prevent any embarrassment or awkwardness which in turn shows respect & consideration to staff, students, clients, and the general public.

2. PURPOSE

This guideline provides a standard approach to checking for occupancy before commencement of cleaning, it also provides information on how to conduct yourself if they are in these situations.

3. SCOPE

This applies to all Charles Sturt Campus Services Limited employees.

4. OCCUPANCY CHECKS BEFORE CLEANING

As part of normal practice all staff should be checking for occupancy of amenities and private living spaces before cleaning commences.

PROCEDURE - AMENITIES

1. Prior to entering knock three times and say the word "CLEANER" in a loud voice.
2. If there is NO response repeat step 1 twice more.
3. If there is no one occupying the space, place out the appropriate signage and then commence cleaning.
4. If there is a response and the space is occupied, avoid cleaning the space and return later.
5. If someone enters the space let them know that you are in the process of cleaning, and if it's not too urgent to return later. If it is urgent, stop cleaning and return later, or work respectfully around them if they agree.

PROCEDURE - PRIVATE LIVING SPACE

1. Prior to entering ensure that you have permission to clean the space.
2. Prior to entry knock three times and say the word "CLEANER" in a loud voice.
3. If there is NO response repeat step 1 twice more, if it's clear that no one is occupying the space, open the door and commence cleaning.
4. If there is a response do not proceed with cleaning and report to your manager that the space is occupied.

NB - For privacy reasons the use of personal electronic devices whilst performing their duties is prohibited.