

How Does Your Washroom Score?



Don't let your washroom decide your customer's experience!



Washrooms are never the main destination, but they are the most frequented.

Negative experiences in stores and restaurants can have consequential effects on businesses, both financially and socially.

Users notice when a washroom does not meet their needs. The experiences had in a washroom can be the deciding factor if a patron will return to the venue again or not! 56% of people say they will not return to a place with poor washroom hygiene.

At Citron Hygiene, we are experts in building healthy spaces. This assessment will help you understand how your washroom impacts your user experience, and what we can do to help!

Instructions

1. Fill in each box using the legend
2. Add each box together to find the total
3. Compare the score to the results section



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Legend

No washrooms	0
Select washrooms	1
All washrooms	2

For each washroom hygiene component, fill in the shaded box using the legend.

TOTAL SCORE

Sanitary Disposal

It is a legal requirement for businesses to provide suitable sanitary waste bins.

Is there **proper** disposal for personal hygiene products?

Hand Soap

1 in 4 refillable bulk soap dispensers are contaminated.

Are the washrooms using a close cartridge soap dispenser?

Seat Sanitiser

Studies show COVID-19 can be spread through oral-fecal transmission.

Are users able to effectively minimise their risk from bacteria on toilet seats?

Automation

Touch-free operation reduces cross-infection risk for users, limiting exposure to bacteria.

Is the washroom using automation for toilets, sinks and soap?

Scale

Over time, unsightly scale buildup will occur on fixtures, attracting malodours and bacteria.

Is there a product in place to avoid scale buildup in urinals and toilets?

Anti-Splash

Urinals splash back liquid on the surrounding areas, including the floors and the user!

Are there urinal screens in place?

Air Care

People associate a smelly washroom with the cleanliness of the facility.

Is there a comprehensive air care program in place?

Cleaning

Microscopic germs, viruses and bacteria create health hazards in washrooms.

Do you have a washroom cleaning programme in place?

Vending

86% of people need access to menstrual care products when in public.

Can washroom users access feminine hygiene products?

Hand Drying

Wet hands spread germs fast.

Is your washroom fitted with appropriate drying facilities?

Results

HAZARDOUS
Score Range: 0-6

The hygiene of your washrooms is putting users at risk to harmful bacteria and viruses.

Contact Citron Hygiene today to improve your results.

NEEDS IMPROVEMENT
Score Range: 7-12

Your washroom is lacking some basic necessities to create a healthy space!

Although you have taken the user into consideration, there are still key hygiene components missing that would make your washroom safer to minimize health risks to your users.

THOUGHTFUL
Score Range: 13-18

Your facility provides a safe and hygienic washroom experience, minimizing the risks users face when using public toilets.

Remember, it is important that all washrooms are outfitted in the same manner, so every user can have a positive and safe experience.

