

Abstract

An object is to provide a technology for efficiently managing cleaning work divided into a plurality of roles.

A cleaning management system includes: a cleaning management apparatus that manages a cleaning operation of an accommodation facility; an administrator terminal device possessed by an administrator of the cleaning operation; and a person-in-charge terminal device possessed by a person in charge, wherein the cleaning management apparatus includes: a role definition unit that associates, for each room of the accommodation facility, a plurality of roles of cleaning work; a person-in-charge determination unit that determines a person in charge for each of the plurality of roles; a progress management unit that manages a progress status of cleaning of a plurality of the rooms of the accommodation facility; and a display information generation unit that generates display information of a progress display screen that displays, in a certain display area, the progress status of the plurality of rooms, and the progress display screen is a screen that displays, in a distinguishable manner, rooms for which at least one of the associated roles is not completed and other rooms.