

Mail Room

Code: ANCMF-AU-CO-MR-02 • Facility: Commercial Office • Frequency: daily

Scope of Work

- Dust all surfaces including shelves, counters, and equipment.
- Vacuum carpeted areas and mop hard floors.
- Wipe and sanitise all frequently touched surfaces such as door handles, light switches, and mail sorting areas.
- Empty rubbish bins and replace liners.
- Clean and sanitise any shared equipment such as trolleys and mail sorting machines.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and prevent dispersal.
2. Vacuum carpeted areas using a HEPA-filter vacuum to minimise airborne dust.
3. Mop hard floors with a neutral pH cleaner to remove dirt and grime without damaging surfaces.
4. Wipe down all frequently touched surfaces with a disinfectant solution, ensuring contact time as per manufacturer's instructions.
5. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
6. Sanitise shared equipment using a suitable sanitising agent, focusing on high-touch areas.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Disinfectant solution
- Sanitising agent
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. Floors are spotless with no visible marks or debris. All high-touch surfaces are sanitised and free from smudges. Rubbish bins are empty, clean, and odour-free.
Good	Most surfaces are clean with minimal dust. Floors have minor marks but are generally clean. High-touch surfaces are mostly sanitised with few smudges. Rubbish bins are empty and mostly clean.
Pass	Surfaces have some dust accumulation. Floors have visible marks and some debris. High-touch surfaces show signs of smudging. Rubbish bins are emptied but may have some odour.
Fail	Surfaces are dusty and visibly dirty. Floors have significant marks and debris. High-touch surfaces are unsanitised and smudged. Rubbish bins are full or have strong odours.