

Toilets

Code: ANCMF-AU-CO-T-01 • Facility: Commercial Office • Frequency: daily

Scope of Work

- Thoroughly clean and sanitise all toilet bowls, seats, and lids.
- Wipe and sanitise all sinks, taps, and countertops.
- Clean mirrors to a streak-free finish.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Replenish toilet paper, hand soap, and paper towels.
- Mop floors with appropriate cleaning solution.
- Dust and wipe down partitions and doors.
- Ensure all surfaces are free from dust, grime, and smudges.
- Check and remove any unpleasant odours.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning cloths are used.
2. Put on appropriate personal protective equipment (PPE) as per Australian workplace health and safety requirements.
3. Start by emptying rubbish bins and replacing liners.
4. Apply cleaning solution to toilet bowls, allowing it to sit while other tasks are completed.
5. Wipe down sinks, taps, and countertops with a sanitising solution.
6. Clean mirrors using a glass cleaner and a microfibre cloth.
7. Return to the toilets, scrub and flush each bowl, ensuring all surfaces are clean.
8. Mop the floor with a disinfectant solution, starting from the farthest corner and moving towards the exit.
9. Replenish consumables such as toilet paper, soap, and paper towels.
10. Conduct a final inspection to ensure all areas meet quality standards.

Equipment

- Cleaning trolley with colour-coded cloths and mops
- Sanitising solutions and disinfectants
- Microfibre cloths
- Glass cleaner
- Personal protective equipment (PPE)
- Rubbish bin liners
- Toilet brushes

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, with no visible dust, grime, or smudges. Floors are dry and streak-free. No odours present. Consumables are fully stocked.
Good	Minor smudges or dust may be present on less than 5% of surfaces. Floors are mostly dry with minimal streaks. No strong odours. Consumables are adequately stocked.
Pass	Visible dust or smudges on less than 10% of surfaces. Floors may have some streaks or damp areas. Mild odours may be present. Consumables are available but may need replenishment soon.
Fail	Visible dust, grime, or smudges on more than 10% of surfaces. Floors are wet or heavily streaked. Strong odours present. Consumables are insufficient or missing.