

Public Toilets

Code: ANCMF-AU-GB-PT-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Thorough cleaning and sanitising of all toilet fixtures, including bowls, seats, and urinals.
- Cleaning and polishing of mirrors and glass surfaces.
- Wiping and sanitising of all touchpoints, including taps, door handles, and light switches.
- Emptying and sanitising rubbish bins.
- Replenishing toilet paper, soap, and other consumables.
- Cleaning and mopping of floors using appropriate cleaning solutions.
- Dusting and wiping of all horizontal surfaces.
- Removal of any graffiti or marks from walls and partitions.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning cloths are used for different areas to prevent cross-contamination.
2. Begin by emptying all rubbish bins and replacing liners.
3. Clean and sanitise all toilet fixtures using a disinfectant cleaner, ensuring all surfaces are thoroughly wiped and dried.
4. Wipe and sanitise all touchpoints, including taps, door handles, and light switches, using a disinfectant spray.
5. Clean mirrors and glass surfaces with a glass cleaner, ensuring no streaks are left.
6. Dust and wipe all horizontal surfaces, including partitions and ledges.
7. Mop the floor with a suitable floor cleaner, ensuring all areas are covered and no residue is left.
8. Replenish all consumables, including toilet paper and soap.
9. Inspect the area for any graffiti or marks and remove them using appropriate cleaning solutions.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops
- Disinfectant cleaner
- Glass cleaner
- Floor cleaner
- Rubbish bin liners
- Toilet paper and soap refills
- Graffiti removal solution

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from any marks or stains. No odours present. Consumables fully stocked. Floors are dry and free from debris. All touchpoints are sanitised and polished.
Good	Surfaces are mostly clean with minor marks. No strong odours. Consumables mostly stocked. Floors are mostly dry with minimal debris. Most touchpoints are sanitised.
Pass	Surfaces have some visible marks. Mild odours present. Consumables partially stocked. Floors have some wet spots and debris. Some touchpoints are sanitised.
Fail	Surfaces are dirty with visible stains. Strong odours present. Consumables not stocked. Floors are wet and have significant debris. Touchpoints are not sanitised.