

Queue Area

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

Scope of Work

- Dust all surfaces including counters, ledges, and signage.
- Sanitise high-touch areas such as handrails, door handles, and queue barriers.
- Vacuum carpeted areas and spot clean as necessary.
- Mop hard floors with appropriate cleaning solution.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces and mirrors.
- 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 particles effectively.
2. Sanitise high-touch areas with a disinfectant solution, ensuring contact time as per manufacturer's instructions.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to reduce airborne dust and allergens.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Empty rubbish bins, clean with a disinfectant wipe, and replace liners.
6. Use a glass cleaner and microfibre cloth to clean glass surfaces, ensuring no streaks remain.

Equipment

- Microfibre cloths
- Disinfectant solution
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Glass cleaner
- Rubbish bin liners
- Colour-coded cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. High-touch areas are sanitised with no visible fingerprints or smudges. Floors are spotless with no debris. Rubbish bins are empty and odour-free. Glass surfaces are crystal clear with no streaks.
Good	Minor dust on less accessible surfaces. High-touch areas are mostly clean with minimal smudges. Floors are clean with occasional small debris. Rubbish bins are empty but may have slight odour. Glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces. High-touch areas have visible smudges. Floors have visible debris. Rubbish bins are not emptied regularly, with noticeable odour. Glass surfaces have visible streaks.
Fail	Surfaces are dusty and neglected. High-touch areas are unsanitised with heavy smudges. Floors are dirty with significant debris. Rubbish bins are overflowing and malodorous. Glass surfaces are dirty and streaked.