

Waiting Area

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

Scope of Work

- Dust all surfaces including furniture, ledges, and fixtures.
- Vacuum carpeted areas and spot clean stains as needed.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and reception counters.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used appropriately.
2. Begin by dusting all surfaces from top to bottom to prevent re-soiling cleaned areas.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Wipe and sanitise high-touch surfaces using a disinfectant spray and cloth, ensuring all areas are covered.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean glass surfaces with a glass cleaner and microfibre cloth to avoid streaks.
8. Conduct a final inspection to ensure all tasks are completed to the required standard.

Equipment

- Cleaning trolley
- Colour-coded microfibre cloths and mops
- Vacuum cleaner
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible stains; glass surfaces are streak-free; no rubbish present; high-touch areas are sanitised and free of smudges.
Good	Minor dust on high surfaces; floors are clean with minimal stains; glass surfaces have minor streaks; rubbish bins are empty; high-touch areas are mostly sanitised.
Pass	Noticeable dust on surfaces; floors have visible stains; glass surfaces have visible streaks; some rubbish present; high-touch areas are partially sanitised.
Fail	Heavy dust accumulation; floors are dirty with multiple stains; glass surfaces are heavily streaked; rubbish bins are full; high-touch areas are not sanitised.