

ATM Area

Code: ANCMF-AU-H-AA-01 • Facility: Hospitality • Frequency: daily

Scope of Work

- Dust all surfaces, including ATM machines, ledges, and surrounding fixtures.
- Sanitise ATM keypad, screen, and surrounding touchpoints using approved disinfectants.
- Wipe down walls and any glass surfaces to remove fingerprints and smudges.
- Vacuum carpeted areas and mop hard floors using a colour-coded cleaning system to prevent cross-contamination.
- Empty rubbish bins and replace liners, ensuring proper waste segregation.
- Check and clean any nearby seating or waiting areas, ensuring they are free from debris and stains.
- Inspect and clean any signage or information boards for dust and dirt.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Apply disinfectant to a clean cloth and sanitise the ATM keypad, screen, and touchpoints, allowing the solution to dwell as per manufacturer's instructions.
4. Wipe down walls and glass surfaces with a glass cleaner, ensuring no streaks are left behind.
5. Vacuum carpeted areas thoroughly, paying attention to corners and edges, then mop hard floors with a neutral detergent.
6. Empty rubbish bins, replace liners, and ensure waste is disposed of according to facility guidelines.
7. Inspect seating and waiting areas, cleaning any spills or stains with appropriate spot cleaners.
8. Clean signage and information boards with a damp cloth, ensuring all dust and dirt are removed.

Equipment

- Microfibre cloths (colour-coded)
- Disinfectant spray
- Glass cleaner
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, smudges, and fingerprints. No odours present. Floors are spotless with no debris. ATM touchpoints are sanitised and dry. Rubbish bins are empty and clean.
Good	Minor dust or smudges on less than 5% of surfaces. No strong odours. Floors are clean with minimal debris. ATM touchpoints are sanitised. Rubbish bins are empty with minor marks.
Pass	Noticeable dust or smudges on 10% of surfaces. Mild odours present. Floors have some debris. ATM touchpoints are sanitised but slightly wet. Rubbish bins are not overflowing but have visible marks.
Fail	Visible dust or smudges on more than 10% of surfaces. Strong odours present. Floors have significant debris. ATM touchpoints are not sanitised. Rubbish bins are overflowing or dirty.