

## Delivery Area

Code: ANCMF-AU-H-DA-02 • Facility: Hospitality • Frequency: daily

### Scope of Work

- Remove all rubbish and debris from the delivery area.
- Sanitise all high-touch surfaces, including door handles and light switches.
- Sweep and mop floors using a colour-coded cleaning system.
- Dust all horizontal surfaces, including shelves and ledges.
- Clean and sanitise any sinks and taps.
- Ensure rubbish bins are emptied and lined with new bin liners.
- Check for and remove any unpleasant odours.

### Method

1. Begin by removing all visible rubbish and debris, placing it in the appropriate rubbish bin.
2. Use a colour-coded cleaning system to avoid cross-contamination: red for sanitary fittings, yellow for kitchen areas, blue for general areas, and green for food preparation areas.
3. Sanitise high-touch surfaces with an appropriate disinfectant, ensuring contact time as per manufacturer's instructions.
4. Sweep the floor thoroughly, then mop using a neutral detergent, ensuring no residue is left.
5. Dust all surfaces using a microfibre cloth to capture dust effectively.
6. Clean and sanitise sinks and taps, ensuring no water spots or stains remain.
7. Replace bin liners in rubbish bins and ensure bins are clean and odour-free.
8. Conduct a final inspection to ensure all tasks are completed to standard.

### Equipment

- Colour-coded cleaning cloths and mops
- Microfibre dusting cloths
- Neutral detergent
- Disinfectant spray
- Broom and dustpan
- Rubbish bin liners
- Cleaning trolley

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                              |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are visibly clean and free from dust, dirt, and stains. No odours are present. High-touch surfaces are sanitised, and floors are spotless with no residue.               |
| <b>Good</b>       | Surfaces are generally clean with minor dust or dirt in less accessible areas. No strong odours. High-touch surfaces are mostly sanitised, and floors are clean with minimal residue. |
| <b>Pass</b>       | Surfaces show some dust and dirt, particularly in corners. Mild odours may be present. High-touch surfaces are partially sanitised, and floors have some visible residue.             |
| <b>Fail</b>       | Surfaces are visibly dirty with dust, dirt, and stains. Strong odours are present. High-touch surfaces are not sanitised, and floors are dirty with significant residue.              |