

Gift Shop

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

Scope of Work

- Dusting of all display shelves, counters, and merchandise.
- Vacuuming of carpeted areas and mopping of hard floors.
- Wiping and sanitising of all high-touch surfaces, including door handles and counters.
- Cleaning of glass surfaces, including windows and display cases.
- Emptying and sanitising of rubbish bins.
- Spot cleaning of walls and fixtures as needed.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust particles effectively.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality is maintained.
3. Mop hard floors with a neutral pH cleaner to avoid damage to surfaces.
4. Wipe and sanitise high-touch surfaces using a disinfectant that meets Australian standards.
5. Clean glass surfaces with a streak-free glass cleaner, ensuring no residue is left.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Conduct spot cleaning on walls and fixtures to remove any visible marks or stains.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Disinfectant spray
- Streak-free glass cleaner
- Rubbish bin liners
- Colour-coded cleaning trolleys

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no visible debris; glass surfaces are crystal clear; no odours present; bins are empty and sanitised.
Good	Minor dust on high surfaces; floors are clean with minimal debris; glass surfaces have minor streaks; faint odours may be present; bins are empty but not fully sanitised.
Pass	Noticeable dust on surfaces; floors have visible debris; glass surfaces are streaky; noticeable odours; bins are not emptied regularly.
Fail	Heavy dust accumulation; floors are dirty with visible debris; glass surfaces are dirty; strong odours present; bins are overflowing and unsanitised.