

Retail Store

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

Scope of Work

- Dusting all surfaces, including shelves, counters, and displays.
- Vacuuming all carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solutions.
- Wiping and sanitising all high-touch surfaces, including door handles, taps, and light switches.
- Cleaning and sanitising toilets, ensuring all fixtures are free from stains and odours.
- Emptying and sanitising rubbish bins, replacing liners as needed.
- Cleaning glass surfaces, including windows and mirrors, to be streak-free.
- Maintaining cleanliness of staff areas, including break rooms and kitchens.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Start with dusting from top to bottom to ensure all dust is collected.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to minimise dust and allergens.
4. Mop floors with a microfibre mop and appropriate cleaning solution, ensuring no residue is left.
5. Sanitise high-touch surfaces with a disinfectant approved by Australian standards.
6. Clean toilets using a toilet-specific cleaner, ensuring all surfaces are scrubbed and sanitised.
7. Empty rubbish bins, replace liners, and sanitise bin surfaces.
8. Clean glass surfaces using a glass cleaner and microfibre cloth for a streak-free finish.

Equipment

- Colour-coded microfibre cloths
- HEPA-filter vacuum cleaner
- Microfibre mop and bucket
- Approved disinfectants and cleaning solutions
- Glass cleaner
- Toilet brush and cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, no dust or debris visible. Floors are clean and dry with no streaks. High-touch surfaces are sanitised and free from smudges. Toilets are immaculate with no odours. Glass surfaces are crystal clear.
Good	Minor dust or smudges on surfaces. Floors are mostly clean with minimal streaks. High-touch surfaces are mostly sanitised. Toilets are clean with slight odour. Glass surfaces have minor streaks.
Pass	Noticeable dust or smudges on surfaces. Floors have visible streaks. High-touch surfaces are partially sanitised. Toilets are clean but with noticeable odour. Glass surfaces have visible streaks.
Fail	Significant dust or debris on surfaces. Floors are dirty or sticky. High-touch surfaces are not sanitised. Toilets are dirty with strong odour. Glass surfaces are dirty or streaked.