

Terrace

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

Scope of Work

- Remove all rubbish and debris from the terrace area.
- Sweep and mop all hard surfaces, ensuring no dirt or stains remain.
- Wipe down all outdoor furniture, ensuring it is free from dust and grime.
- Sanitise all high-touch surfaces, including railings and tabletops.
- Clean and polish any glass surfaces, ensuring they are streak-free.
- Inspect and clean any outdoor lighting fixtures for dust and cobwebs.
- Ensure all rubbish bins are emptied and sanitised.
- Check for and remove any cobwebs from corners and ceilings.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by collecting all visible rubbish and debris, placing it in the rubbish bin.
2. Use a broom to sweep the entire terrace area, focusing on corners and under furniture.
3. Prepare a mop with a suitable cleaning solution and mop all hard surfaces, ensuring even coverage.
4. Use a microfibre cloth and appropriate cleaning agent to wipe down all outdoor furniture.
5. Apply a sanitising solution to high-touch surfaces and allow it to air dry.
6. Use a glass cleaner and cloth to clean all glass surfaces, ensuring no streaks remain.
7. Inspect outdoor lighting fixtures and clean with a damp cloth if necessary.
8. Empty rubbish bins, replace liners, and sanitise the bin interiors.
9. Use a duster or vacuum with an extension to remove cobwebs from high areas.

Equipment

- Broom and dustpan
- Mop and bucket with cleaning solution
- Microfibre cloths
- Sanitising solution
- Glass cleaner
- Rubbish bin liners
- Vacuum with extension
- Duster

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, with no visible dirt or stains. Furniture is free from dust and grime. Glass surfaces are streak-free. No rubbish or debris is present. High-touch surfaces are fully sanitised. No cobwebs are visible.
Good	Minor dust or smudges on surfaces. Furniture is mostly clean. Glass surfaces have minimal streaks. Rubbish bins are emptied. High-touch surfaces are mostly sanitised. Few cobwebs are visible.
Pass	Noticeable dust or dirt on surfaces. Furniture has visible grime. Glass surfaces have streaks. Some rubbish or debris is present. High-touch surfaces are partially sanitised. Cobwebs are present in some areas.
Fail	Significant dirt or stains on surfaces. Furniture is dirty. Glass surfaces are heavily streaked. Rubbish and debris are present. High-touch surfaces are not sanitised. Cobwebs are widespread.