

## Courtyard

Code: ANCMF-AU-R-C-01 • Facility: Retail • Frequency: daily

### Scope of Work

- Remove all rubbish and debris from the courtyard area.
- Sweep and mop all hard surfaces to remove dirt and stains.
- Sanitise all seating and high-touch surfaces, including handrails and tables.
- Clean and polish any glass surfaces, including windows and doors.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Ensure all drains are clear of debris and functioning properly.
- Spot clean any spills or stains immediately to prevent slip hazards.

### Method

1. Begin by collecting all visible rubbish and debris, placing it in the appropriate rubbish bins.
2. Use a broom to sweep all hard surfaces, ensuring corners and edges are free of dirt.
3. Prepare a mop bucket with a suitable cleaning solution, ensuring it is correctly diluted according to the manufacturer's instructions.
4. Mop the entire area, focusing on high-traffic zones, and allow to air dry.
5. Use a sanitising spray and cloth to wipe down all seating, handrails, and tables.
6. Clean glass surfaces using a glass cleaner and a microfibre cloth for a streak-free finish.
7. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
8. Inspect drains and remove any blockages or debris.
9. Conduct a final inspection to ensure all areas meet the quality criteria.

### Equipment

- Broom and dustpan
- Microfibre cloths
- Personal protective equipment (PPE)
- Mop and bucket
- Glass cleaner
- Rubbish bin liners
- Sanitising spray

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                       |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are spotless, with no visible dirt, stains, or debris. Glass surfaces are streak-free. No odours are present. Drains are clear and functioning. All bins are empty and sanitised. |
| <b>Good</b>       | Minor dirt or stains on surfaces, easily removable. Glass surfaces may have slight streaks. No strong odours. Drains are mostly clear. Bins are empty but may have minor residue.              |
| <b>Pass</b>       | Noticeable dirt or stains on surfaces. Glass surfaces have visible streaks. Mild odours present. Drains have minor blockages. Bins are not overflowing but require attention.                  |
| <b>Fail</b>       | Significant dirt, stains, or debris on surfaces. Glass surfaces are heavily streaked. Strong odours present. Drains are blocked. Bins are overflowing and unsanitised.                         |