

Checkout Area

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

Scope of Work

- Dusting of all surfaces including checkout counters, shelves, and electronic equipment.
- Sanitising of high-touch areas such as EFTPOS machines, trolley handles, and counter surfaces.
- Vacuuming and mopping of floors to remove dirt and debris.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and displays.
- Spot cleaning of walls and doors to remove marks and stains.

Method

1. Begin by dusting all surfaces using a microfibre cloth, ensuring all dust and debris are removed.
2. Sanitise high-touch areas using a disinfectant spray and a clean cloth, focusing on EFTPOS machines, trolley handles, and counters.
3. Vacuum the floor thoroughly, paying attention to corners and under counters.
4. Mop the floor using a neutral pH cleaner, ensuring no residue is left behind.
5. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring a streak-free finish.
7. Spot clean walls and doors with a suitable cleaner to remove any visible marks or stains.

Equipment

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| • Microfibre cloths | • Mop and bucket | • Lint-free cloths |
| • Disinfectant spray | • Neutral pH floor cleaner | • Rubbish bin liners |
| • Vacuum cleaner | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks, high-touch areas are sanitised with no visible residue, floors are spotless and dry, glass surfaces are streak-free, and bins are empty and sanitised.
Good	Minor dust on less accessible surfaces, high-touch areas are mostly sanitised, floors have minimal dirt, glass surfaces have minor streaks, and bins are emptied but not sanitised.
Pass	Noticeable dust on surfaces, some high-touch areas missed, floors have visible dirt, glass surfaces have streaks, and bins are emptied but not sanitised.
Fail	Significant dust and debris on surfaces, high-touch areas not sanitised, floors are dirty, glass surfaces are streaked, and bins are full or not sanitised.