

Central Court

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

Scope of Work

- Dusting all surfaces including benches, railings, and decorative elements.
- Vacuuming carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solutions.
- Wiping and sanitising all touchpoints such as handrails, door handles, and lift buttons.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing glass surfaces and mirrors.
- Spot cleaning walls and skirting boards.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Prepare the area by removing any obstacles and ensuring safety signs are in place.
2. Dust all surfaces using a microfibre cloth, starting from the highest points and working downwards.
3. Vacuum all carpeted areas and mats using a HEPA-filter vacuum cleaner.
4. Mop hard floors using a colour-coded mop and bucket system, ensuring the correct cleaning solution is used.
5. Wipe and sanitise all touchpoints with a disinfectant solution, paying special attention to high-contact areas.
6. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
8. Spot clean walls and skirting boards as needed, using a mild detergent solution.
9. Conduct a final inspection to ensure all tasks are completed to the required standard.

Equipment

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| • Microfibre cloths | • Disinfectant solution | • Rubbish bin liners |
| • HEPA-filter vacuum cleaner | • Glass cleaner | • Safety signs |
| • Colour-coded mop and bucket | • Lint-free cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; no rubbish is visible; glass surfaces are streak-free; all touchpoints are sanitised and free of smudges.
Good	Minor dust on high surfaces; floors are clean with minimal marks; bins are emptied; glass surfaces have minor streaks; touchpoints are mostly sanitised.
Pass	Noticeable dust on surfaces; floors have visible marks; bins are not overflowing; glass surfaces have visible streaks; some touchpoints are missed.
Fail	Heavy dust accumulation; floors are dirty; bins are overflowing; glass surfaces are heavily streaked; touchpoints are not sanitised.