

Cleaning Store

Code: ANCMF-AU-R-CS-02 • Facility: Retail • Frequency: daily

Scope of Work

- Dusting all surfaces including shelves, counters, and displays.
- Vacuuming all carpeted areas and rugs.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch areas such as door handles, taps, and light switches.
- Emptying and cleaning rubbish bins, replacing liners as needed.
- Cleaning and polishing glass surfaces and mirrors.
- Ensuring all cleaning supplies are stored correctly and safely.

Method

1. Begin by dusting all surfaces using a microfibre cloth, working from top to bottom to prevent re-soiling.
2. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
3. Mop hard floors using a colour-coded mop and bucket system, ensuring the correct cleaning solution is used for the floor type.
4. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time for effective germ kill.
5. Empty rubbish bins, clean with a disinfectant wipe, and replace liners.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
7. Check and restock cleaning supplies, ensuring all products are stored in compliance with safety standards.

Equipment

- Microfibre cloths
- Vacuum cleaner
- Colour-coded mop and bucket
- Disinfectant spray
- Glass cleaner
- Lint-free cloth
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no streaks; high-touch areas are sanitised with no visible residue; bins are clean and odour-free; glass surfaces are crystal clear.
Good	Minor dust on high surfaces; floors are clean with minimal streaks; high-touch areas are mostly sanitised; bins are clean with slight odour; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible streaks; high-touch areas are partially sanitised; bins have noticeable odour; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with significant streaks; high-touch areas are unsanitised; bins are overflowing and odorous; glass surfaces are dirty and streaked.