

Customer Toilets

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

Scope of Work

- Thorough cleaning and sanitising of all toilet surfaces, including basins, taps, and toilet seats.
- Refilling of soap dispensers and toilet paper holders.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of mirrors and glass surfaces.
- Spot cleaning of walls and partitions.
- Mopping and sanitising of floors using appropriate cleaning solutions.
- Ensuring all areas are free from litter and debris.
- Checking and removing any unpleasant odours.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin by emptying rubbish bins and replacing liners.
3. Clean and sanitise all surfaces, starting with basins and taps, followed by toilet seats and handles, using appropriate disinfectants.
4. Refill soap dispensers and toilet paper holders as needed.
5. Clean mirrors and glass surfaces with glass cleaner, ensuring no streaks remain.
6. Spot clean walls and partitions to remove any marks or stains.
7. Mop the floor using a sanitising solution, ensuring all areas are covered and no excess water remains.
8. Conduct a final inspection to ensure all areas are clean, sanitised, and free from odours.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops
- Disinfectant and sanitising solutions
- Glass cleaner
- Rubbish bin liners
- Soap and toilet paper refills
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised, with no streaks or residue. No odours present. Supplies fully stocked. Floors are dry and free from debris.
Good	Surfaces are mostly clean with minor streaks. No strong odours. Supplies mostly stocked. Floors are mostly dry with minimal debris.
Pass	Surfaces are clean but may have some residue. Mild odours present. Supplies are low but available. Floors have some wet spots and minor debris.
Fail	Surfaces are visibly dirty or unsanitised. Strong odours present. Supplies are depleted. Floors are wet or littered with debris.