

Directory Area

Code: ANCMF-AU-R-DA-03 • Facility: Retail • Frequency: daily

Scope of Work

- Dusting all surfaces including directory boards, ledges, and signage.
- Sanitising touchpoints such as directory screens, handrails, and buttons.
- Vacuuming carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solution.
- Emptying and sanitising rubbish bins.
- Spot cleaning walls and glass surfaces.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Prepare the area by placing safety signage and ensuring the cleaning trolley is stocked with necessary supplies.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise all touchpoints with a disinfectant solution, paying special attention to high-contact areas.
4. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise dust and allergens.
5. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no excess water is left on the floor.
6. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
7. Spot clean walls and glass surfaces using a glass cleaner and a lint-free cloth.
8. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

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| • Microfibre cloths | • Damp mop and bucket | • Lint-free cloth |
| • Disinfectant solution | • Neutral pH floor cleaner | • Cleaning trolley |
| • HEPA-filter vacuum cleaner | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; touchpoints are sanitised with no visible smudges; floors are spotless and dry; bins are empty and sanitised; no rubbish or debris present.
Good	Minor dust on high surfaces; touchpoints are mostly clean; floors have minimal marks; bins are empty but not sanitised; minor debris present.
Pass	Noticeable dust on surfaces; touchpoints have visible smudges; floors have visible marks; bins are not emptied; some rubbish or debris present.
Fail	Heavy dust accumulation; touchpoints are visibly dirty; floors are dirty and wet; bins are overflowing; significant rubbish or debris present.