

Delivery Area

Code: ANCMF-AU-R-DA-04 • Facility: Retail • Frequency: daily

Scope of Work

- Dusting of all surfaces including shelves, ledges, and equipment.
- Sanitising of high-touch areas such as door handles, light switches, and trolley handles.
- Vacuuming of all carpeted areas and mats.
- Mopping of hard floors using a colour-coded system to prevent cross-contamination.
- Emptying and sanitising of rubbish bins.
- Cleaning of windows and glass surfaces to remove smudges and fingerprints.
- Inspection and removal of cobwebs from ceilings and corners.
- Spot cleaning of walls and doors to remove marks and stains.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and prevent it from becoming airborne.
2. Sanitise high-touch areas with an approved disinfectant, ensuring contact time as per manufacturer's instructions.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to reduce allergens.
4. Mop hard floors with a neutral pH cleaner, using a colour-coded mop head specific to the area.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean windows and glass surfaces with a glass cleaner, using a squeegee for streak-free results.
7. Inspect ceilings and corners for cobwebs and remove them using an extendable duster.
8. Spot clean walls and doors with a suitable cleaner to remove any visible marks.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Colour-coded mop and bucket
- Approved disinfectant
- Glass cleaner and squeegee
- Extendable duster
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; no visible rubbish or odours; glass surfaces are streak-free; high-touch areas are sanitised with no residue.
Good	Minor dust on less accessible surfaces; floors are clean with minimal streaks; rubbish bins are empty and odour-free; glass surfaces have minimal streaks; high-touch areas are mostly sanitised.
Pass	Noticeable dust on surfaces; floors have visible streaks or spots; rubbish bins are emptied but may have slight odour; glass surfaces have visible streaks; high-touch areas are inconsistently sanitised.
Fail	Heavy dust accumulation; floors are dirty or sticky; rubbish bins are full or have strong odour; glass surfaces are dirty; high-touch areas are not sanitised.