

## Entertainment Area

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

### Scope of Work

- Dust all surfaces including furniture, fixtures, and electronic equipment.
- Vacuum all carpeted areas and spot clean stains as needed.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and railings.
- Empty and sanitise rubbish bins, replacing liners as necessary.
- Clean and polish glass surfaces and mirrors.
- Ensure all cleaning activities comply with relevant Australian workplace health and safety standards.

### Method

1. Begin by organising cleaning supplies on the trolley, ensuring all necessary equipment is available and in good condition.
2. Dust all surfaces using microfibre cloths, starting from high surfaces and working downwards.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise dust and allergens.
4. Mop hard floors with a neutral pH cleaner, using a colour-coded mop head specific to the area.
5. Wipe and sanitise high-touch surfaces with a disinfectant solution, ensuring full coverage and adequate contact time.
6. Empty rubbish bins, replace liners, and sanitise bin surfaces.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.

### Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Colour-coded mop and bucket
- Disinfectant solution
- Glass cleaner
- Lint-free cloths
- Cleaning trolley

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                   |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are free of dust and smudges; floors are spotless with no visible stains; glass surfaces are streak-free; no unpleasant odours; bins are empty and sanitised. |
| <b>Good</b>       | Minor dust on high surfaces; floors have minimal stains; glass surfaces have minor streaks; faint odours present; bins are empty but not fully sanitised.                  |
| <b>Pass</b>       | Noticeable dust on surfaces; floors have visible stains; glass surfaces have visible streaks; noticeable odours; bins are not emptied or sanitised.                        |
| <b>Fail</b>       | Heavy dust accumulation; floors are dirty with multiple stains; glass surfaces are heavily streaked; strong unpleasant odours; bins are overflowing and unsanitised.       |