

Family Room

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

Scope of Work

- Dust all surfaces including shelves, tables, and decorative items.
- Vacuum all carpeted areas and rugs.
- 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 electronic devices.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Clean and sanitise any children's play equipment or furniture.
- Ensure all cleaning activities are conducted in accordance with Australian workplace health and safety requirements.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Dust surfaces from top to bottom to prevent recontamination of cleaned areas.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Wipe and sanitise high-touch surfaces using a disinfectant solution, allowing appropriate contact time for effective sanitisation.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Inspect children's play equipment for cleanliness and sanitise as necessary.
8. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

- Colour-coded cleaning cloths and mops
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Cleaning trolley
- Disinfectant solution
- Rubbish bin liners
- Dusting tools

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no streaks; high-touch surfaces are sanitised with no visible residue; rubbish bins are clean and odour-free; children's play equipment is visibly clean and sanitised.
Good	Minor dust or marks on surfaces; floors have minimal streaks; high-touch surfaces are mostly sanitised; rubbish bins are clean with slight odour; children's play equipment is mostly clean.
Pass	Noticeable dust or marks on surfaces; floors have visible streaks; high-touch surfaces are inconsistently sanitised; rubbish bins have noticeable odour; children's play equipment is somewhat clean.
Fail	Significant dust or marks on surfaces; floors are dirty with streaks; high-touch surfaces are not sanitised; rubbish bins are dirty and odorous; children's play equipment is visibly dirty.