

Information Desk

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

Scope of Work

- Dust all surfaces including the desk, computer equipment, and any decorative items.
- Sanitise high-touch areas such as the desk surface, telephone, and computer keyboard.
- Empty rubbish bins and replace liners.
- Wipe down and sanitise chairs and any customer interaction points.
- Spot clean any visible marks on walls or partitions around the desk area.
- Vacuum the floor area around the desk.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by dusting all surfaces with a microfibre cloth, starting from the highest point and working downwards.
2. Use a sanitising solution to wipe down all high-touch areas, ensuring thorough coverage.
3. Remove rubbish bin liners, dispose of waste appropriately, and replace with new liners.
4. Wipe chairs and customer interaction points with a sanitising wipe.
5. Spot clean walls and partitions using a suitable cleaning agent.
6. Vacuum the floor area using a vacuum cleaner with a HEPA filter to ensure dust and allergens are effectively removed.
7. Inspect the area to ensure all tasks are completed to standard.

Equipment

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| • Microfibre cloths | • Rubbish bin liners | • Vacuum cleaner with HEPA filter |
| • Sanitising solution | • Sanitising wipes | • Colour-coded cleaning buckets and cloths |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; high-touch areas are sanitised with no residue; rubbish bins are empty and clean; no visible marks on walls; floor is free of debris and vacuumed thoroughly.
Good	Minor dust on less accessible surfaces; high-touch areas are mostly sanitised; rubbish bins are emptied but may have minor residue; few marks on walls; floor is mostly clean with minor debris.
Pass	Noticeable dust on surfaces; high-touch areas partially sanitised; rubbish bins emptied but with visible residue; several marks on walls; floor has visible debris.
Fail	Significant dust accumulation; high-touch areas not sanitised; rubbish bins full or overflowing; many marks on walls; floor is dirty with significant debris.