

Optical Store

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

Scope of Work

- Dusting of all surfaces including shelves, displays, and counters.
- Sanitising of high-touch areas such as door handles, taps, and payment terminals.
- Vacuuming of carpeted areas and mopping of hard floors.
- Cleaning and sanitising of optical equipment and display cases.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces including windows and mirrors.
- Spot cleaning of walls and skirting boards.
- Restocking of hygiene supplies in customer and staff areas.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust effectively.
2. Sanitise high-touch areas with a disinfectant solution, ensuring contact time as per manufacturer's instructions.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise dust and allergens.
4. Mop hard floors with a neutral pH floor cleaner, ensuring no residue is left.
5. Use a glass cleaner and microfibre cloth for streak-free cleaning of glass surfaces.
6. Empty rubbish bins and replace liners, sanitising the bin interior and exterior.
7. Perform spot cleaning on walls and skirting boards with a mild detergent solution.
8. Check and restock hygiene supplies, ensuring all dispensers are functional.

Equipment

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|------------------------------|-------------------------|----------------------|
| • Microfibre cloths | • Disinfectant solution | • Rubbish bin liners |
| • HEPA-filter vacuum cleaner | • Glass cleaner | • Cleaning trolley |
| • Neutral pH floor cleaner | • Mop and bucket | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, smudges, and fingerprints. Floors are spotless with no debris. Glass surfaces are streak-free. No unpleasant odours present. All high-touch areas are sanitised and dry. Rubbish bins are empty and sanitised.
Good	Minor dust or smudges on surfaces. Floors are clean with minimal debris. Glass surfaces have minor streaks. No strong odours. High-touch areas are mostly sanitised. Rubbish bins are empty but not sanitised.
Pass	Noticeable dust or smudges on surfaces. Floors have visible debris. Glass surfaces have visible streaks. Mild odours present. Some high-touch areas missed during sanitising. Rubbish bins are not emptied.
Fail	Surfaces are visibly dirty with dust and smudges. Floors are dirty with significant debris. Glass surfaces are heavily streaked. Strong unpleasant odours present. High-touch areas are not sanitised. Rubbish bins are overflowing.