

Phone Area

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

Scope of Work

- Dust all surfaces, including phone handsets, counters, and shelves.
- Sanitise phone handsets and frequently touched surfaces.
- Wipe down all surfaces with appropriate cleaning agents.
- Empty and clean rubbish bins.
- Vacuum or mop floors as appropriate.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth.
3. Sanitise phone handsets and high-touch areas with a disinfectant spray.
4. Wipe down surfaces with a damp cloth and appropriate cleaning solution.
5. Empty rubbish bins and replace liners.
6. Vacuum carpeted areas or mop hard floors using a neutral detergent.

Equipment

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| • Microfibre cloths | • Colour-coded cleaning cloths | • Mop and bucket |
| • Disinfectant spray | • Vacuum cleaner | • Rubbish bin liners |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, smudges, and fingerprints. Phone handsets are sanitised and have no visible marks. Floors are spotless and free of debris. No unpleasant odours present.
Good	Surfaces are mostly clean with minimal dust or smudges. Phone handsets are sanitised with minor marks. Floors are clean with minor debris. No unpleasant odours present.
Pass	Surfaces have some dust or smudges. Phone handsets are sanitised but may have visible marks. Floors have some debris. No strong odours present.
Fail	Surfaces are visibly dusty or smudged. Phone handsets are not sanitised and have visible marks. Floors are dirty with noticeable debris. Unpleasant odours are present.