

Public Toilets

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

Scope of Work

- Thorough cleaning and sanitising of all toilet bowls, seats, and urinals.
- Wiping and sanitising of sinks, taps, and countertops.
- Cleaning and polishing of mirrors.
- Emptying and sanitising rubbish bins.
- Refilling of soap dispensers and toilet paper holders.
- Spot cleaning of walls and partitions.
- Mopping and sanitising of floors.
- Dusting of vents and light fixtures.
- Removal of any graffiti or marks on surfaces.

Method

1. Prepare cleaning trolley with all necessary supplies and ensure colour-coded cleaning cloths are used to prevent cross-contamination.
2. Begin by emptying rubbish bins and replacing liners.
3. Apply sanitiser to toilet bowls, seats, and urinals, allowing dwell time as per product instructions.
4. Wipe down sinks, taps, and countertops with a sanitising solution.
5. Clean mirrors using a glass cleaner for a streak-free finish.
6. Refill soap dispensers and toilet paper holders as needed.
7. Spot clean walls and partitions with a suitable cleaner.
8. Mop floors with a disinfectant solution, ensuring all areas are covered.
9. Dust vents and light fixtures with a damp cloth.
10. Inspect all areas for cleanliness and address any remaining issues.

Equipment

- Cleaning trolley
- Colour-coded cleaning cloths
- Sanitising solutions
- Glass cleaner
- Mop and bucket
- Dusting cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised, with no streaks or marks. No odours present. Supplies are fully stocked. Floors are dry and free of debris.
Good	Surfaces are mostly clean with minor streaks. No strong odours. Supplies are mostly stocked. Floors are mostly dry with minimal debris.
Pass	Surfaces are generally clean but may have visible marks. Mild odours present. Some supplies may be low. Floors have some wet spots or debris.
Fail	Surfaces are visibly dirty or stained. Strong odours present. Supplies are depleted. Floors are wet or littered with debris.