

Retail Area

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

Scope of Work

- Dusting of all surfaces including shelves, displays, and counters.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, railings, and payment terminals.
- Cleaning of glass surfaces including windows and mirrors.
- Emptying and sanitising rubbish bins.
- Spot cleaning of walls and fixtures as needed.
- Ensuring all cleaning activities comply 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 for different areas to prevent cross-contamination.
2. Begin by dusting all surfaces from top to bottom to prevent re-soiling.
3. Vacuum carpeted areas thoroughly, paying special attention to high-traffic zones.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas using a disinfectant spray and cloth, focusing on frequently touched surfaces.
6. Clean glass surfaces with a glass cleaner and microfibre cloth to avoid streaks.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

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| • Cleaning trolley | • Mop and bucket | • Rubbish bin liners |
| • Colour-coded microfibre cloths | • Disinfectant spray | • Personal protective equipment (PPE) |
| • Vacuum cleaner | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; floors are spotless with no visible debris; glass surfaces are streak-free; high-touch areas are sanitised and free of fingerprints; rubbish bins are empty and odour-free.
Good	Minor dust on high surfaces; floors have minimal debris; glass surfaces have minor streaks; high-touch areas are mostly sanitised; rubbish bins are empty but may have slight odour.
Pass	Noticeable dust on surfaces; floors have visible debris; glass surfaces have visible streaks; high-touch areas are inconsistently sanitised; rubbish bins are not emptied regularly.
Fail	Excessive dust and dirt on surfaces; floors are dirty with visible debris; glass surfaces are heavily streaked; high-touch areas are not sanitised; rubbish bins are overflowing and have strong odour.