

Receiving Area

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

Scope of Work

- Dusting all surfaces including shelves, ledges, and equipment.
- Sweeping and mopping floors to remove dirt and debris.
- Sanitising high-touch areas such as door handles and light switches.
- Emptying and cleaning rubbish bins.
- Cleaning and sanitising any spillages immediately.
- Ensuring all cleaning equipment is stored safely and correctly after use.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin by dusting from top to bottom to ensure all surfaces are free from dust.
3. Sweep the floor thoroughly to remove loose dirt and debris.
4. Mop the floor using a suitable cleaning solution, ensuring it is left dry to prevent slips.
5. Sanitise all high-touch areas with an appropriate disinfectant.
6. Empty rubbish bins, replace liners, and clean the bins with a disinfectant.
7. Inspect the area to ensure all tasks are completed to standard.

Equipment

- Colour-coded microfibre cloths
- Mop and bucket
- Rubbish bin liners
- Dustpan and broom
- Disinfectant spray
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; floors are spotless and dry; no odours present; bins are empty and clean; high-touch areas are sanitised and visibly clean.
Good	Minor dust on high surfaces; floors are clean but may have slight marks; no strong odours; bins are emptied but may have slight residue; high-touch areas are mostly sanitised.
Pass	Noticeable dust on surfaces; floors have visible marks; slight odours present; bins are emptied but not cleaned; high-touch areas are partially sanitised.
Fail	Heavy dust accumulation; floors are dirty and wet; strong odours present; bins are full or dirty; high-touch areas are not sanitised.