

Returns Counter

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

Scope of Work

- Dust all surfaces, including counters, shelves, and displays.
- Wipe down and sanitise all high-touch areas such as counters, phones, and keyboards.
- Empty rubbish bins and replace liners.
- Vacuum and mop floors, ensuring no debris or spills are present.
- Clean and polish glass surfaces and mirrors.
- Ensure all cleaning is conducted using a colour-coded system to prevent cross-contamination.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust particles effectively.
2. Use a sanitising solution to wipe down all high-touch areas, ensuring thorough coverage.
3. Empty rubbish bins, replace liners, and dispose of waste in accordance with local regulations.
4. Vacuum the floor using a HEPA-filtered vacuum cleaner to maintain air quality.
5. Mop the floor with a neutral pH cleaner to avoid damage to floor surfaces.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.

Equipment

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|--------------------------------|----------------------------|--|
| • Microfibre cloths | • Neutral pH floor cleaner | • Colour-coded cleaning buckets and mops |
| • Sanitising solution | • Glass cleaner | |
| • HEPA-filtered vacuum cleaner | • Lint-free cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, smudges, and fingerprints. Floors are spotless with no debris or stains. Rubbish bins are empty and clean. No unpleasant odours present.
Good	Surfaces are mostly clean with minor dust or smudges. Floors are clean with minimal debris. Rubbish bins are empty but may have minor residue. No strong odours present.
Pass	Surfaces have some dust or smudges. Floors have some debris or minor stains. Rubbish bins are not overflowing but may have noticeable residue. Mild odours may be present.
Fail	Surfaces are visibly dirty with dust, smudges, or fingerprints. Floors have significant debris or stains. Rubbish bins are overflowing or dirty. Strong unpleasant odours are present.