

Service Corridor

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

Scope of Work

- Dust all horizontal and vertical surfaces, including ledges, skirting boards, and fixtures.
- Sanitise all high-touch surfaces such as door handles, light switches, and handrails.
- Vacuum all carpeted areas and spot clean stains as necessary.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish any glass surfaces, including windows and mirrors.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used appropriately.
2. Dust all surfaces from top to bottom to prevent re-soiling of cleaned areas.
3. Sanitise high-touch areas using an appropriate disinfectant, allowing for the required contact time.
4. Vacuum carpeted areas thoroughly, paying special attention to edges and corners.
5. Mop hard floors with a neutral detergent, ensuring no residue is left behind.
6. Empty rubbish bins, clean them with a disinfectant, and replace liners.
7. Clean glass surfaces with a streak-free cleaner, ensuring no smudges remain.

Equipment

- Colour-coded cleaning cloths and mops
- Neutral detergent and disinfectant
- Cleaning trolley
- Glass cleaner
- Rubbish bin liners
- Vacuum cleaner with HEPA filter

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch areas are sanitised and free of smudges; bins are clean and odour-free; glass surfaces are crystal clear.
Good	Minor dust or marks on less visible surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; bins are clean with slight odour; glass surfaces have minor streaks.
Pass	Noticeable dust on some surfaces; floors have visible residue; high-touch areas are inconsistently sanitised; bins have noticeable odour; glass surfaces have visible streaks.
Fail	Significant dust and marks on surfaces; floors are dirty with visible residue; high-touch areas are not sanitised; bins are dirty and odorous; glass surfaces are heavily streaked.