

Service Desk

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

Scope of Work

- Dust all surfaces, including desks, counters, and shelves.
- Wipe down and sanitise all high-touch surfaces, such as keyboards, phones, and door handles.
- Empty and clean rubbish bins, replacing liners as needed.
- Vacuum carpeted areas and mop hard floors.
- Clean and polish glass surfaces, including screens and partitions.
- 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 are used for different areas to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Wipe and sanitise high-touch surfaces using a disinfectant spray and appropriate cloth.
4. Empty rubbish bins, replace liners, and sanitise the bin exterior.
5. Vacuum carpets using a HEPA-filter vacuum cleaner to minimise dust and allergens.
6. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
7. Clean glass surfaces with a glass cleaner and microfibre cloth, ensuring no streaks remain.

Equipment

- Microfibre cloths (colour-coded)
- Disinfectant spray
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Glass cleaner
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; high-touch areas are sanitised; floors are spotless with no residue; glass surfaces are streak-free; no rubbish or odours present.
Good	Minor dust on less accessible surfaces; high-touch areas mostly sanitised; floors clean with minimal residue; glass surfaces mostly streak-free; rubbish bins emptied.
Pass	Noticeable dust on surfaces; some high-touch areas missed; floors have visible residue; glass surfaces have some streaks; rubbish bins not emptied.
Fail	Significant dust accumulation; high-touch areas not sanitised; floors dirty with residue; glass surfaces streaked; rubbish bins overflowing.