

Shop Floor

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

Scope of Work

- Dusting of all horizontal surfaces including shelves, displays, and counters.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floor surfaces using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, railings, and payment terminals.
- Emptying and cleaning of rubbish bins.
- Spot cleaning of glass surfaces and mirrors.
- Removal of visible rubbish and debris from the shop floor.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Dust all horizontal surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas and mats, ensuring all corners and edges are reached.
4. Mop hard floor surfaces using a damp mop and appropriate cleaning solution, following the manufacturer's instructions.
5. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are thoroughly wiped.
6. Empty rubbish bins, replace liners, and clean the interior and exterior of the bins.
7. Spot clean glass surfaces and mirrors using a glass cleaner and lint-free cloth.
8. Conduct a final inspection to ensure all tasks are completed to the required standard.

Equipment

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|---------------------|----------------------|----------------------|
| • Microfibre cloths | • Disinfectant spray | • Rubbish bin liners |
| • Vacuum cleaner | • Glass cleaner | • Cleaning trolley |
| • Mop and bucket | • Lint-free cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no visible marks; high-touch areas are sanitised and free from fingerprints; rubbish bins are clean and odour-free.
Good	Minor dust on less accessible surfaces; floors have minimal marks; high-touch areas are mostly sanitised; rubbish bins are clean with slight odour.
Pass	Noticeable dust on surfaces; floors have visible marks; high-touch areas have some fingerprints; rubbish bins are not completely clean.
Fail	Significant dust accumulation; floors are dirty with numerous marks; high-touch areas are unsanitised; rubbish bins are overflowing or dirty.