

Service Lift

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

Scope of Work

- Dust and wipe all lift surfaces including walls, doors, and control panels.
- Sanitise all high-touch areas such as buttons and handrails.
- Vacuum and mop the lift floor using appropriate cleaning solutions.
- Empty and clean rubbish bins located within or near the lift area.
- Inspect and clean lift tracks and thresholds.
- Ensure all cleaning activities are performed using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used.
2. Dust and wipe down all surfaces using a damp microfibre cloth, starting from the top and working downwards.
3. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time as per product instructions.
4. Vacuum the lift floor thoroughly, paying special attention to corners and edges.
5. Mop the floor using a neutral pH cleaner, ensuring no residue is left behind.
6. Empty rubbish bins, replace liners, and clean the bins with a disinfectant wipe.
7. Inspect lift tracks and thresholds, removing any debris and wiping clean.

Equipment

- Microfibre cloths (colour-coded)
- Disinfectant spray
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Neutral pH floor cleaner
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, smudges, and fingerprints. High-touch areas are sanitised and free from any residue. Floors are spotless with no visible debris or stains. Rubbish bins are empty, clean, and odour-free.
Good	Minor dust or smudges on surfaces, but generally clean. High-touch areas are sanitised with minimal residue. Floors are clean with minor debris in corners. Rubbish bins are empty and clean with slight odour.
Pass	Noticeable dust or smudges on surfaces. High-touch areas are sanitised but with visible residue. Floors have visible debris or stains. Rubbish bins are not emptied or have noticeable odour.
Fail	Surfaces are visibly dirty with dust, smudges, and fingerprints. High-touch areas are not sanitised. Floors are dirty with significant debris or stains. Rubbish bins are full or have strong odour.