

Staff Room

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

Scope of Work

- Dust all surfaces including tables, chairs, and shelves.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and taps.
- Vacuum carpeted areas and mop hard floors.
- Empty and sanitise rubbish bins.
- Clean and sanitise kitchen appliances including microwave, fridge, and kettle.
- Ensure all cleaning is conducted using a colour-coded cleaning system to prevent cross-contamination.
- Check and refill consumables such as hand soap and paper towels.

Method

1. Begin by organising cleaning trolley with appropriate colour-coded cloths and cleaning agents.
2. Dust all surfaces using a microfibre cloth to capture dust particles effectively.
3. Wipe and sanitise high-touch surfaces with a disinfectant solution, ensuring contact time as per manufacturer's instructions.
4. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise airborne dust.
5. Mop hard floors with a neutral pH floor cleaner, ensuring no residue is left.
6. Empty rubbish bins, replace liners, and sanitise bin interiors and exteriors.
7. Clean kitchen appliances with appropriate cleaning agents, ensuring no food residue remains.
8. Refill consumables and ensure dispensers are functioning correctly.

Equipment

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| • Microfibre cloths (colour-coded) | • Neutral pH floor cleaner | • Cleaning trolley |
| • Disinfectant solution | • Mop and bucket | • Gloves and personal protective equipment (PPE) |
| • HEPA-filter vacuum cleaner | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, smudges, and marks. No odours present. Floors are spotless with no residue. High-touch surfaces are sanitised with no visible dirt. Bins are empty and sanitised. Consumables are fully stocked.
Good	Surfaces are mostly clean with minor dust or smudges. No strong odours. Floors are clean with minimal residue. High-touch surfaces are mostly sanitised. Bins are empty but may have minor marks. Consumables are mostly stocked.
Pass	Surfaces have some dust or smudges. Mild odours may be present. Floors have some residue. High-touch surfaces are partially sanitised. Bins are emptied but not sanitised. Consumables are low but available.
Fail	Surfaces are visibly dirty with dust and marks. Strong odours present. Floors are dirty with visible residue. High-touch surfaces are not sanitised. Bins are full or not sanitised. Consumables are depleted.