

Staff Toilets

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

Scope of Work

- Dust all surfaces including ledges, partitions, and fixtures.
- Clean and sanitise all toilet bowls, seats, and urinals.
- Wipe and sanitise sinks, taps, and mirrors.
- Empty and sanitise rubbish bins.
- Mop floors with disinfectant solution.
- Restock toilet paper, soap, and hand towels.
- Check and remove any graffiti or marks on walls and doors.
- Ensure all drains are clear and odour-free.

Method

1. Prepare cleaning trolley with colour-coded cleaning cloths and solutions.
2. Dust surfaces using a damp microfibre cloth.
3. Apply toilet cleaner to bowls and urinals, scrub, and flush.
4. Spray and wipe sinks, taps, and mirrors with sanitising solution.
5. Empty rubbish bins, replace liners, and sanitise bin interiors.
6. Mop floors with a disinfectant solution, ensuring no pooling of water.
7. Restock supplies, ensuring dispensers are functioning correctly.
8. Inspect for graffiti or marks, using appropriate cleaning solutions for removal.
9. Check drains for blockages and treat with odour neutraliser if necessary.

Equipment

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| • Colour-coded microfibre cloths | • Toilet brush | • Rubbish bin liners |
| • Cleaning trolley | • Dustpan and brush | • Graffiti removal solution |
| • Disinfectant and sanitising solutions | • Mop and bucket | • Odour neutraliser |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or marks. Toilets and urinals are sanitised and odour-free. Floors are clean and dry. Supplies are fully stocked. No graffiti or marks present.
Good	Minor dust on high surfaces. Toilets and urinals are clean with minimal odour. Floors are clean with slight dampness. Supplies are mostly stocked. Minimal graffiti or marks present.
Pass	Visible dust on surfaces. Toilets and urinals are clean but with noticeable odour. Floors are clean but wet. Supplies are low. Some graffiti or marks present.
Fail	Heavy dust and dirt on surfaces. Toilets and urinals are dirty with strong odour. Floors are dirty or wet. Supplies are depleted. Significant graffiti or marks present.