

Valet Area

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

Scope of Work

- Dusting of all surfaces including counters, shelves, and decorative items.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, lift buttons, and payment terminals.
- Emptying and cleaning of rubbish bins.
- Cleaning of glass surfaces including windows and mirrors.
- Spot cleaning of walls and doors to remove marks and stains.
- Ensuring all cleaning supplies are replenished and organised on the trolley.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum carpeted areas and mats thoroughly, ensuring all debris is removed.
3. Mop hard floors using a colour-coded mop and bucket system, ensuring the correct cleaning solution is used for the floor type.
4. Sanitise high-touch areas with a disinfectant spray and cloth, paying special attention to frequently used surfaces.
5. Empty rubbish bins, replace liners, and wipe the interior and exterior of the bins with a sanitising solution.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth to ensure a streak-free finish.
7. Spot clean walls and doors with a mild detergent solution to remove any visible marks or stains.
8. Check and restock cleaning supplies on the trolley, ensuring all items are neatly organised and ready for use.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and debris; floors are spotless with no visible marks; high-touch areas are sanitised and free of smudges; glass surfaces are streak-free; rubbish bins are empty and clean; no odours present.
Good	Minor dust on surfaces; floors have minimal marks; high-touch areas are mostly sanitised; glass surfaces have minor streaks; rubbish bins are empty but may have minor residue; faint odours may be present.
Pass	Noticeable dust on surfaces; floors have visible marks; high-touch areas are inconsistently sanitised; glass surfaces have visible streaks; rubbish bins are not fully clean; noticeable odours present.
Fail	Heavy dust accumulation; floors are dirty with significant marks; high-touch areas are unsanitised; glass surfaces are heavily streaked; rubbish bins are full or dirty; strong odours present.