

Arrival Hall

Code: ANCMF-AU-TH-AH-01 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting of all horizontal surfaces including counters, seating areas, and information desks.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, lift buttons, and handrails.
- Emptying and cleaning of rubbish bins, ensuring liners are replaced.
- Cleaning and polishing of glass surfaces and windows.
- Spot cleaning of walls and partitions to remove marks and stains.
- Ensuring all signage is clean and visible.
- Regular checks and cleaning of public toilets within the Arrival Hall.

Method

1. Begin with dusting all horizontal surfaces using a microfibre cloth to capture dust effectively.
2. Vacuum carpeted areas using a HEPA-filter vacuum to ensure air quality is maintained.
3. Mop hard floors using a neutral pH cleaner to avoid damage to surfaces.
4. Sanitise high-touch areas with a hospital-grade disinfectant to minimise the risk of infection.
5. Empty rubbish bins, replace liners, and clean the exterior of bins with a disinfectant wipe.
6. Clean glass surfaces with a streak-free glass cleaner and a microfibre cloth.
7. Spot clean walls and partitions using a mild detergent and a damp cloth.
8. Check and clean public toilets, ensuring all fixtures are sanitised and supplies are replenished.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Hospital-grade disinfectant
- Disinfectant wipes
- Streak-free glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; no rubbish is visible; glass surfaces are streak-free; high-touch areas are sanitised and free of fingerprints; toilets are clean and odour-free.
Good	Minor dust on less accessible surfaces; floors are clean with minimal spots; bins are emptied; glass surfaces have minor streaks; high-touch areas are mostly sanitised; toilets are clean with slight odour.
Pass	Noticeable dust on surfaces; floors have visible spots; bins are not overflowing; glass surfaces have visible streaks; high-touch areas are occasionally sanitised; toilets are generally clean but with noticeable odour.
Fail	Significant dust accumulation; floors are dirty; bins are overflowing; glass surfaces are dirty; high-touch areas are not sanitised; toilets are dirty and have strong odour.