

Airline Lounge

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

Scope of Work

- Dusting and wiping all surfaces including tables, chairs, and counters.
- Vacuuming carpeted areas and mopping hard floors.
- Sanitising high-touch areas such as door handles, taps, and light switches.
- Cleaning and sanitising toilets and replenishing supplies.
- Emptying rubbish bins and replacing liners.
- Cleaning glass surfaces and mirrors to a streak-free finish.
- Ensuring all lounge areas are free from rubbish and debris.
- Maintaining cleanliness of kitchen and dining areas, including sanitising food preparation surfaces.

Method

1. Begin by donning appropriate personal protective equipment (PPE) as per Australian workplace health and safety requirements.
2. Use a colour-coded cleaning system to prevent cross-contamination between different areas.
3. Dust and wipe all surfaces using microfibre cloths and appropriate cleaning agents.
4. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality standards are met.
5. Mop hard floors with a neutral pH cleaner to maintain floor integrity.
6. Sanitise high-touch areas using an approved disinfectant.
7. Clean toilets with a toilet-specific cleaner and ensure all fixtures are sanitised.
8. Empty rubbish bins, replace liners, and dispose of waste according to environmental guidelines.
9. Clean glass surfaces with a glass cleaner and microfibre cloth for a streak-free finish.
10. Inspect all areas to ensure compliance with quality criteria before completing the task.

Equipment

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| • Microfibre cloths | • Colour-coded cleaning agents | • Rubbish bin liners |
| • HEPA-filter vacuum cleaner | • Disinfectant | • PPE (gloves, masks, etc.) |
| • Mop and bucket | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or marks; floors are clean and dry with no debris; high-touch areas are sanitised and free of smudges; toilets are immaculate with no odours; rubbish bins are empty and clean; glass surfaces are streak-free.
Good	Minor dust or marks on surfaces; floors are mostly clean with minimal debris; high-touch areas are mostly sanitised; toilets are clean with minimal odours; rubbish bins are emptied but may have minor residue; glass surfaces have minimal streaks.
Pass	Noticeable dust or marks on surfaces; floors have visible debris; high-touch areas are inconsistently sanitised; toilets are generally clean but have noticeable odours; rubbish bins are not emptied regularly; glass surfaces have visible streaks.
Fail	Surfaces are visibly dirty; floors are dirty with significant debris; high-touch areas are not sanitised; toilets are dirty with strong odours; rubbish bins are overflowing; glass surfaces are dirty with significant streaks.