

Airline Offices

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and sanitising of kitchenettes, including benchtops, sinks, and taps.
- Cleaning of glass surfaces and partitions to remove fingerprints and smudges.
- Restocking of consumables such as hand soap and paper towels.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time for effectiveness.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean kitchenette surfaces with a food-safe sanitiser, ensuring all food preparation areas are free from debris and stains.
8. Clean glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.
9. Check and restock consumables, ensuring all dispensers are functioning correctly.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Cleaning trolley
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no debris; high-touch areas are sanitised with no visible residue; rubbish bins are clean and odour-free; glass surfaces are streak-free; consumables are fully stocked.
Good	Minor dust on less accessible surfaces; floors are clean with minimal debris; high-touch areas are mostly sanitised; rubbish bins are clean with slight odour; glass surfaces have minor streaks; consumables are mostly stocked.
Pass	Noticeable dust on surfaces; floors have some debris; high-touch areas are partially sanitised; rubbish bins have some odour; glass surfaces have visible streaks; consumables are low but available.
Fail	Significant dust accumulation; floors are dirty with visible debris; high-touch areas are not sanitised; rubbish bins are overflowing or have strong odour; glass surfaces are dirty; consumables are depleted.