

Bookstore

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

Scope of Work

- Dusting of all shelves, displays, and counters.
- Vacuuming of carpeted areas and mats.
- Mopping of tiled or hard floor surfaces.
- Sanitising of high-touch surfaces including door handles, counters, and payment terminals.
- Cleaning of windows and glass surfaces.
- Emptying and sanitising rubbish bins.
- Spot cleaning of walls and fixtures as needed.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by dusting all shelves, displays, and counters using a microfibre cloth to capture dust effectively.
2. Vacuum carpeted areas and mats using a HEPA-filter vacuum cleaner to ensure air quality is maintained.
3. Mop hard floor surfaces with a neutral pH cleaner to avoid damage to flooring materials.
4. Sanitise high-touch surfaces with a hospital-grade disinfectant, ensuring all surfaces are visibly wet for the contact time specified by the manufacturer.
5. Clean windows and glass surfaces using a glass cleaner and a squeegee for a streak-free finish.
6. Empty rubbish bins, replace liners, and sanitise the interior and exterior of the bins.
7. Perform spot cleaning on walls and fixtures using a mild detergent solution.
8. Conduct a final inspection to ensure all tasks are completed to the required standard.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Hospital-grade disinfectant
- Glass cleaner and squeegee
- Rubbish bin liners
- Spot cleaning detergent

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; floors are spotless and dry; no rubbish is visible; high-touch surfaces are sanitised and free of streaks; glass surfaces are crystal clear.
Good	Minor dust on high shelves; floors are clean with minimal streaks; rubbish bins are empty; high-touch surfaces are mostly sanitised; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible streaks or spots; rubbish bins are not overflowing; high-touch surfaces are partially sanitised; glass surfaces have visible streaks.
Fail	Dust is clearly visible on surfaces; floors are dirty or sticky; rubbish bins are overflowing; high-touch surfaces are not sanitised; glass surfaces are dirty or smeared.