

Baggage Claim

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

Scope of Work

- Dusting all surfaces including baggage carousels, signage, and seating areas.
- Sanitising high-touch areas such as handrails, buttons, and seating.
- Vacuuming carpeted areas and mopping hard floors.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing glass surfaces and mirrors.
- Removing any visible stains or spills promptly.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and prevent redistribution.
2. Sanitise high-touch areas with a disinfectant approved for use in public spaces.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure dust and allergens are effectively removed.
4. Mop hard floors with a neutral pH cleaner to prevent damage to surfaces.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean glass surfaces with a streak-free glass cleaner and polish mirrors.
7. Inspect the area for any stains or spills and treat them with appropriate cleaning agents.

Equipment

- Microfibre cloths
- Disinfectant spray
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Rubbish bin liners
- Glass cleaner
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are dust-free and sanitised; floors are spotless with no visible stains; rubbish bins are empty and sanitised; glass surfaces are streak-free; no odours present.
Good	Minor dust on non-essential surfaces; floors are clean with minimal stains; rubbish bins are empty; glass surfaces have minor streaks; no strong odours present.
Pass	Noticeable dust on surfaces; floors have visible stains; rubbish bins are not overflowing; glass surfaces have visible streaks; mild odours present.
Fail	Significant dust accumulation; floors are dirty with multiple stains; rubbish bins are overflowing; glass surfaces are heavily streaked; strong odours present.