

Baggage Carts

Code: ANCMF-AU-TH-BC-03 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Remove all visible dirt, debris, and rubbish from baggage trolleys.
- Sanitise all touchpoints including handles and frames.
- Inspect and clean wheels to ensure they are free from dirt and obstructions.
- Polish metal surfaces to maintain a shiny appearance.
- Ensure all trolleys are free from unpleasant odours.

Method

1. Collect all trolleys from designated areas and transport them to the cleaning station.
2. Remove any rubbish and debris from the trolley baskets and dispose of it in the appropriate rubbish bins.
3. Use a colour-coded cleaning system to apply a suitable cleaning solution to all surfaces, focusing on handles and high-touch areas.
4. Wipe down all surfaces with a clean microfibre cloth, ensuring no residue is left.
5. Inspect wheels and remove any dirt or obstructions using a small brush.
6. Polish metal surfaces with a suitable metal polish to maintain shine.
7. Conduct a final inspection to ensure all trolleys meet the quality criteria before returning them to service areas.

Equipment

- Microfibre cloths
- Colour-coded cleaning solutions
- Small brush for wheel cleaning
- Metal polish
- Rubbish bins

Quality Criteria

Performance Level	Criteria
Excellent	All trolleys are free from visible dirt, debris, and stains. Handles and touchpoints are sanitised and polished. Wheels are clean and unobstructed. No unpleasant odours present.
Good	Minor traces of dirt or debris may be present but do not affect overall cleanliness. Handles and touchpoints are sanitised. Wheels are mostly clean. No strong odours present.
Pass	Some visible dirt or debris present. Handles and touchpoints are mostly sanitised. Wheels may have some dirt. Mild odours may be present.
Fail	Significant dirt, debris, or stains present. Handles and touchpoints are not sanitised. Wheels are obstructed or dirty. Strong unpleasant odours present.