

Baggage Information

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

Scope of Work

- Dust all surfaces, including counters, information desks, and signage.
- Sanitise high-touch areas such as information kiosks, handrails, and door handles.
- Vacuum carpeted areas and spot clean as necessary.
- Mop hard floors with appropriate cleaning solution.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces, including windows and display cases.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin by dusting all surfaces with a microfibre cloth.
3. Sanitise high-touch areas using a disinfectant spray and cloth.
4. Vacuum carpets using a HEPA-filter vacuum cleaner.
5. Mop hard floors with a neutral pH floor cleaner.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean glass surfaces with a glass cleaner and squeegee for a streak-free finish.

Equipment

- Microfibre cloths
- Colour-coded cleaning cloths
- HEPA-filter vacuum cleaner
- Floor mop and bucket
- Disinfectant spray
- Glass cleaner and squeegee
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; high-touch areas are sanitised and free of fingerprints; floors are spotless and dry; rubbish bins are empty and clean; glass surfaces are streak-free.
Good	Minor dust on surfaces; high-touch areas are mostly sanitised; floors have minor spots; rubbish bins are empty but may have minor residue; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; some high-touch areas missed; floors have visible spots; rubbish bins are not overflowing but have residue; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; high-touch areas not sanitised; floors are dirty and wet; rubbish bins are overflowing; glass surfaces are heavily streaked.