

Cafe

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

Scope of Work

- Dusting of all surfaces including tables, chairs, and counters.
- Sanitising of all food preparation and serving areas.
- Vacuuming and mopping of all floor surfaces.
- Cleaning and sanitising of all rubbish bins and disposal areas.
- Wiping and polishing of all glass surfaces and windows.
- Cleaning and sanitising of all toilets and washbasins.
- Restocking of consumables such as soap, paper towels, and toilet paper.
- Removal of all rubbish and waste to designated disposal areas.

Method

1. Begin by dusting all surfaces using a microfibre cloth, ensuring all dust and debris are removed.
2. Sanitise all food preparation and serving areas using a food-safe sanitiser, ensuring compliance with Food Standards Australia New Zealand.
3. Vacuum all carpeted areas and mop hard floors using a neutral pH cleaner.
4. Empty all rubbish bins, replace liners, and sanitise the bins before replacing them.
5. Clean all glass surfaces with a glass cleaner, ensuring no streaks or smudges remain.
6. Thoroughly clean and sanitise all toilets and washbasins, ensuring all surfaces are free from stains and odours.
7. Restock all consumables, ensuring adequate supply for the next operational period.
8. Collect and dispose of all rubbish in accordance with local waste management regulations.

Equipment

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|-----------------------|----------------------------|---------------------------------------|
| • Microfibre cloths | • Mop and bucket | • Rubbish bin liners |
| • Food-safe sanitiser | • Neutral pH floor cleaner | • Personal protective equipment (PPE) |
| • Vacuum cleaner | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and free from dust. Floors are immaculate with no visible stains or debris. Glass surfaces are crystal clear with no streaks. Toilets and washbasins are pristine with no odours. Consumables are fully stocked.
Good	Minor dust on surfaces. Floors are clean with minimal stains. Glass surfaces have minor streaks. Toilets and washbasins are clean with faint odours. Consumables are adequately stocked.
Pass	Noticeable dust on surfaces. Floors have visible stains. Glass surfaces have noticeable streaks. Toilets and washbasins are clean but have noticeable odours. Consumables are low but available.
Fail	Surfaces are dusty. Floors are dirty with significant stains. Glass surfaces are streaky. Toilets and washbasins are dirty with strong odours. Consumables are depleted.