

Check-in Area

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

Scope of Work

- Dusting of all surfaces including counters, kiosks, and signage.
- Sanitising of high-touch areas such as check-in counters, kiosks, and handrails.
- Vacuuming and mopping of floors to remove dirt and debris.
- Emptying and sanitising of rubbish bins.
- Cleaning of glass surfaces and windows to ensure clarity and visibility.
- Spot cleaning of walls and partitions to remove marks and stains.
- 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 allergens.
2. Sanitise high-touch areas with a disinfectant solution, ensuring contact time as per manufacturer's instructions.
3. Vacuum carpeted areas using a HEPA-filter vacuum to minimise airborne particles.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Empty rubbish bins, replace liners, and sanitise bin surfaces.
6. Clean glass surfaces with a streak-free glass cleaner.
7. Spot clean walls and partitions using a suitable cleaner for the surface type.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Disinfectant solution
- Streak-free glass cleaner
- Colour-coded cleaning buckets and mops
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible debris; high-touch areas are sanitised and free of smudges; glass surfaces are crystal clear; no odours present; bins are empty and sanitised.
Good	Minor dust on surfaces; floors have minimal debris; high-touch areas are mostly clean; glass surfaces have minor streaks; faint odours may be present; bins are empty but not sanitised.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas show signs of use; glass surfaces have visible streaks; noticeable odours present; bins are not emptied.
Fail	Heavy dust accumulation; floors are dirty with significant debris; high-touch areas are unsanitary; glass surfaces are unclear; strong odours present; bins are overflowing.