

Cabin Crew Room

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

Scope of Work

- Dust all surfaces including tables, chairs, and shelves.
- Vacuum carpeted areas and mop hard floors.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Clean and sanitise kitchenette areas, including benchtops and sinks.
- Empty rubbish bins and replace liners.
- Clean and sanitise toilet facilities, ensuring all fixtures are spotless.
- Check and refill soap dispensers and paper towel holders.
- Ensure all cleaning is performed using a colour-coded cleaning system to prevent cross-contamination.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest points and working downwards.
2. Vacuum carpeted areas thoroughly, ensuring all corners and edges are reached.
3. Mop hard floors with a neutral detergent, ensuring no residue is left.
4. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time.
5. Clean kitchenette surfaces with a food-safe sanitiser, paying special attention to sinks and taps.
6. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
7. Clean toilet facilities using a toilet-specific cleaner, ensuring all surfaces are disinfected.
8. Check and refill consumables, ensuring all dispensers are operational.

Equipment

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|---------------------|--------------------------------|----------------------------|
| • Microfibre cloths | • Neutral detergent | • Rubbish bin liners |
| • Vacuum cleaner | • Approved disinfectant | • Toilet cleaning supplies |
| • Mop and bucket | • Colour-coded cleaning cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or debris. Floors are clean and free of marks. High-touch areas are sanitised with no residue. Rubbish bins are empty and odour-free. Toilets are immaculate with no stains or odours. Consumables are fully stocked.
Good	Minor dust or debris on surfaces. Floors are mostly clean with minimal marks. High-touch areas are mostly sanitised. Rubbish bins are empty but may have slight odour. Toilets are clean with minor water spots. Consumables are mostly stocked.
Pass	Noticeable dust or debris on surfaces. Floors have visible marks. High-touch areas are partially sanitised. Rubbish bins are not emptied or have noticeable odour. Toilets have visible stains or odours. Consumables are low.
Fail	Significant dust or debris on surfaces. Floors are dirty with numerous marks. High-touch areas are not sanitised. Rubbish bins are full or overflowing. Toilets are dirty with strong odours. Consumables are empty.