

Car Rental

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

Scope of Work

- Dust all surfaces including counters, desks, and shelving units.
- Sanitise high-touch areas such as door handles, telephones, and computer keyboards.
- Vacuum all carpeted areas and mop hard floors.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces, including windows and mirrors.
- Maintain cleanliness of toilets, ensuring they are stocked with necessary supplies.
- Ensure all signage is clean and visible.
- Remove any visible stains or marks from walls and floors.
- Check and clean air vents and diffusers.

Method

1. Begin by organising cleaning supplies on the trolley, ensuring all necessary equipment is available.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas with an appropriate disinfectant, allowing sufficient contact time as per product instructions.
4. Vacuum carpets using a HEPA-filter vacuum cleaner to minimise dust dispersion.
5. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
6. Empty rubbish bins, clean with a disinfectant wipe, and replace liners.
7. Clean glass surfaces with a glass cleaner, using a squeegee for streak-free results.
8. Thoroughly clean toilets with a toilet-specific cleaner, ensuring all surfaces are sanitised.
9. Inspect and clean air vents using a vacuum attachment or damp cloth.

Equipment

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| • Microfibre cloths | • Neutral pH floor cleaner | • Toilet cleaning supplies |
| • HEPA-filter vacuum cleaner | • Disinfectant wipes | • Colour-coded cleaning cloths and mops |
| • Mop and bucket | • Glass cleaner and squeegee | • Cleaning trolley |

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 streak-free; toilets are immaculate with no odours; rubbish bins are clean and empty.
Good	Minor dust on high surfaces; floors have minimal debris; high-touch areas are mostly sanitised; glass surfaces have minor streaks; toilets are clean with slight odours; rubbish bins are emptied but not cleaned.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas are partially sanitised; glass surfaces have visible streaks; toilets are generally clean with noticeable odours; rubbish bins are not overflowing but not cleaned.
Fail	Heavy dust accumulation; floors are dirty with visible debris; high-touch areas are not sanitised; glass surfaces are dirty; toilets are unclean with strong odours; rubbish bins are overflowing and dirty.