

Departure Lounge

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

Scope of Work

- Dusting of all surfaces including seating, counters, and fixtures.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, seating armrests, and information kiosks.
- Emptying and sanitising of rubbish bins.
- Cleaning and polishing of glass surfaces and windows.
- 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. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality is maintained.
3. Mop hard floors using a colour-coded mop system to prevent cross-contamination, using a neutral pH floor cleaner.
4. Sanitise high-touch areas with a hospital-grade disinfectant, ensuring contact time as per manufacturer's instructions.
5. Empty rubbish bins, replace liners, and sanitise bin surfaces with a disinfectant spray.
6. Clean glass surfaces with a streak-free glass cleaner and polish with a lint-free cloth.
7. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

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| • Microfibre cloths | • Neutral pH floor cleaner | • Streak-free glass cleaner |
| • HEPA-filter vacuum cleaner | • Hospital-grade disinfectant | • Lint-free cloth |
| • Colour-coded mop and bucket | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, dirt, and smudges. Floors are spotless with no visible stains or debris. High-touch areas are sanitised and free of any marks. Rubbish bins are empty and odour-free. Glass surfaces are crystal clear with no streaks.
Good	Surfaces are mostly clean with minimal dust or smudges. Floors have minor spots but are generally clean. High-touch areas are sanitised with few marks. Rubbish bins are empty with slight odour. Glass surfaces have minor streaks.
Pass	Surfaces have visible dust and smudges. Floors have noticeable stains or debris. High-touch areas have visible marks. Rubbish bins are not empty and have noticeable odour. Glass surfaces have visible streaks.
Fail	Surfaces are heavily soiled with dust and smudges. Floors are dirty with significant stains or debris. High-touch areas are not sanitised and have multiple marks. Rubbish bins are overflowing and have strong odour. Glass surfaces are dirty with significant streaks.