

First Class Lounge

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

Scope of Work

- Dusting of all surfaces including tables, chairs, and decorative items.
- Vacuuming of carpeted areas and spot cleaning as required.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of all high-touch surfaces including door handles, light switches, and electronic devices.
- Cleaning and sanitising of toilets and replenishment of supplies.
- Emptying and sanitising of rubbish bins and replacement of liners.
- Cleaning of glass surfaces including windows and mirrors.
- Ensuring all areas are free from odours and visibly clean.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin with dusting from high to low surfaces using microfibre cloths.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
5. Sanitise high-touch surfaces with a hospital-grade disinfectant.
6. Clean toilets using a toilet-specific cleaner and sanitiser, ensuring all fixtures are polished.
7. Empty rubbish bins, sanitise the interior, and replace liners.
8. Clean glass surfaces with a streak-free glass cleaner.
9. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

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| • Microfibre cloths | • Colour-coded cleaning cloths and mops | • Toilet cleaner and sanitiser |
| • HEPA-filter vacuum cleaner | • Hospital-grade disinfectant | • Streak-free glass cleaner |
| • Mop and bucket with wringer | • Neutral pH floor cleaner | • Rubbish bin liners |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean with no dust or marks. Floors are spotless and free from debris. Toilets are sanitised and odour-free. Rubbish bins are empty and sanitised. Glass surfaces are streak-free. High-touch areas are sanitised and free from smudges.
Good	Minor dust or marks on surfaces. Floors are clean with minimal debris. Toilets are clean with no visible stains. Rubbish bins are empty. Glass surfaces have minimal streaks. High-touch areas are mostly sanitised.
Pass	Noticeable dust or marks on some surfaces. Floors have some debris. Toilets are clean but may have minor odours. Rubbish bins are not overflowing. Glass surfaces have visible streaks. High-touch areas are partially sanitised.
Fail	Visible dust and marks on surfaces. Floors are dirty with debris. Toilets have visible stains and odours. Rubbish bins are overflowing. Glass surfaces are streaked. High-touch areas are not sanitised.