

Freight Office

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

Scope of Work

- Dust all surfaces including desks, shelves, and equipment.
- Vacuum all carpeted areas and spot clean stains.
- Mop hard floors with appropriate cleaning solution.
- Sanitise all high-touch areas including door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and sanitise kitchen area including benchtops, sinks, and taps.
- Clean glass surfaces including windows and partitions.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum all carpeted areas using a HEPA-filter vacuum cleaner to ensure dust and allergens are effectively removed.
3. Mop hard floors with a neutral pH floor cleaner, ensuring no residue is left behind.
4. Sanitise high-touch areas using a disinfectant spray and a clean cloth, ensuring thorough coverage.
5. Empty rubbish bins, replace liners, and dispose of waste in accordance with local regulations.
6. Clean kitchen surfaces with a food-safe sanitiser, paying special attention to sinks and taps.
7. Use a glass cleaner and a lint-free cloth to clean windows and glass partitions, ensuring a streak-free finish.

Equipment

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|------------------------------|--------------------------------|-----------------------|
| • Microfibre cloths | • Disinfectant spray | • Food-safe sanitiser |
| • HEPA-filter vacuum cleaner | • Colour-coded cleaning cloths | • Glass cleaner |
| • Neutral pH floor cleaner | • Rubbish bin liners | • Lint-free cloths |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible stains; high-touch areas are sanitised with no residue; bins are empty and clean; glass surfaces are streak-free.
Good	Minor dust on high surfaces; floors have minimal marks; high-touch areas are mostly sanitised; bins are emptied but may have minor residue; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible marks; high-touch areas are inconsistently sanitised; bins are emptied but dirty; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with stains; high-touch areas are not sanitised; bins are overflowing; glass surfaces are dirty and streaked.