

Family Room

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

Scope of Work

- Dust all surfaces including tables, chairs, and play equipment.
- Vacuum carpeted areas and mop hard floors.
- Sanitise all high-touch surfaces such as door handles, light switches, and taps.
- Empty and sanitise rubbish bins.
- Clean and sanitise toilets and nappy changing facilities.
- Ensure all glass surfaces are free from smudges and fingerprints.
- Replenish consumables such as toilet paper, soap, and hand sanitiser.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust effectively.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise airborne dust.
3. Mop hard floors with a neutral pH cleaner to avoid damage to surfaces.
4. Use a colour-coded cleaning system to prevent cross-contamination when sanitising surfaces.
5. Empty rubbish bins and replace liners, ensuring bins are sanitised before replacing.
6. Clean toilets and nappy changing facilities with a disinfectant cleaner, paying special attention to high-touch areas.
7. Use glass cleaner on windows and mirrors, ensuring a streak-free finish.
8. Check and replenish consumables, ensuring all dispensers are functioning correctly.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Colour-coded cleaning cloths and mops
- Disinfectant cleaner
- Glass cleaner
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. Floors are spotless with no debris. High-touch surfaces are sanitised and free from smudges. Toilets and nappy changing facilities are odour-free and sanitised. Consumables are fully stocked.
Good	Minor dust on less accessible surfaces. Floors have minimal debris. High-touch surfaces are mostly sanitised. Toilets and nappy changing facilities are clean with minimal odour. Consumables are mostly stocked.
Pass	Visible dust on surfaces. Floors have some debris. High-touch surfaces have some smudges. Toilets and nappy changing facilities have noticeable odour. Consumables are low but available.
Fail	Surfaces are dusty. Floors have significant debris. High-touch surfaces are unsanitised. Toilets and nappy changing facilities are dirty with strong odour. Consumables are depleted.