

Gift Shop

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

Scope of Work

- Dusting of all surfaces including shelves, displays, and counters.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors.
- Sanitising of high-touch surfaces such as door handles, taps, and payment terminals.
- Cleaning of glass surfaces including windows and display cases.
- Emptying and sanitising of rubbish bins.
- Spot cleaning of walls and fixtures.
- 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 with a neutral pH cleaner to avoid damage to surfaces.
4. Sanitise high-touch areas using a disinfectant approved by the Therapeutic Goods Administration (TGA).
5. Clean glass surfaces with a streak-free glass cleaner.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Perform spot cleaning on walls and fixtures as needed.
8. Ensure all cleaning equipment is cleaned and stored properly after use.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket
- Neutral pH floor cleaner
- Disinfectant (TGA approved)
- Glass cleaner
- Rubbish bin liners
- Colour-coded cleaning system

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; glass surfaces are streak-free; no rubbish is visible; high-touch areas are sanitised and free of smudges.
Good	Minor dust on surfaces; floors are clean with minimal marks; glass surfaces have minor streaks; rubbish bins are empty; high-touch areas are mostly sanitised.
Pass	Noticeable dust on some surfaces; floors have visible marks; glass surfaces have noticeable streaks; rubbish bins are not overflowing; high-touch areas are partially sanitised.
Fail	Significant dust accumulation; floors are dirty; glass surfaces are heavily streaked; rubbish bins are overflowing; high-touch areas are not sanitised.