

Help Desk

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

Scope of Work

- Dust all surfaces including desks, chairs, and equipment.
- Wipe and sanitise all high-touch surfaces such as counters, phones, and keyboards.
- Empty and sanitise rubbish bins.
- Spot clean walls and partitions.
- Vacuum carpeted areas and mop hard floors.
- Clean and polish glass surfaces and windows.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin by dusting all surfaces with a microfibre cloth.
3. Wipe and sanitise high-touch surfaces using a disinfectant solution.
4. Empty rubbish bins and replace liners, ensuring bins are sanitised.
5. Spot clean walls and partitions with a suitable cleaning agent.
6. Vacuum carpeted areas using a HEPA-filter vacuum cleaner.
7. Mop hard floors with a neutral pH floor cleaner.
8. Clean glass surfaces with a glass cleaner and polish with a lint-free cloth.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; high-touch areas are sanitised and free of smudges; floors are spotless and free of debris; glass surfaces are crystal clear with no streaks; rubbish bins are empty and sanitised.
Good	Minor dust on surfaces; high-touch areas are mostly sanitised; floors have minimal debris; glass surfaces have minor streaks; rubbish bins are empty but not sanitised.
Pass	Noticeable dust on surfaces; high-touch areas are partially sanitised; floors have visible debris; glass surfaces have visible streaks; rubbish bins are not emptied.
Fail	Heavy dust accumulation; high-touch areas are not sanitised; floors are dirty with significant debris; glass surfaces are dirty; rubbish bins are overflowing.