

Information Desk

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

Scope of Work

- Dust all surfaces including the desk, chairs, and any electronic equipment.
- Sanitise high-touch areas such as the desk surface, phones, and computer keyboards.
- Empty and clean rubbish bins, replacing liners as needed.
- Spot clean any visible marks on walls and partitions.
- Vacuum carpeted areas and mop hard floors.
- Clean and polish glass surfaces and any signage.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by organising cleaning supplies on the trolley, ensuring all necessary equipment is available.
2. Dust all surfaces using a microfibre cloth, starting from the top and working downwards.
3. Sanitise high-touch areas with a disinfectant spray and a clean cloth, ensuring thorough coverage.
4. Empty rubbish bins, replace liners, and wipe the exterior of the bins.
5. Spot clean walls and partitions using a suitable cleaner and cloth.
6. Vacuum carpeted areas using a HEPA-filter vacuum cleaner, and mop hard floors with a neutral pH cleaner.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
8. Inspect the area to ensure all tasks are completed to the required standard.

Equipment

- | | | |
|----------------------|-----------------------------------|--------------------|
| • Microfibre cloths | • Vacuum cleaner with HEPA filter | • Lint-free cloths |
| • Disinfectant spray | • Mop and bucket | • Cleaning trolley |
| • Rubbish bin liners | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges, high-touch areas are sanitised with no residue, bins are empty and clean, floors are spotless, and glass surfaces are streak-free.
Good	Minor dust on less accessible surfaces, high-touch areas are mostly sanitised, bins are empty but may have minor marks, floors are clean with occasional spots, and glass surfaces have minimal streaks.
Pass	Noticeable dust on surfaces, high-touch areas partially sanitised, bins are emptied but not wiped, floors have visible dirt, and glass surfaces have visible streaks.
Fail	Significant dust accumulation, high-touch areas not sanitised, bins are full or dirty, floors are visibly dirty, and glass surfaces are heavily streaked.