

Pilot Lounge

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

Scope of Work

- Dust all surfaces, including tables, chairs, and shelves.
- Vacuum carpets and upholstered furniture.
- Mop hard floors with a neutral detergent.
- Sanitise high-touch areas such as door handles, light switches, and remote controls.
- Clean and sanitise kitchenette surfaces, including benchtops and sinks.
- Empty rubbish bins and replace liners.
- Clean windows and glass surfaces to remove smudges and fingerprints.
- Ensure all areas are free from unpleasant odours.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust effectively.
2. Vacuum carpets and upholstery using a HEPA-filter vacuum cleaner to minimise airborne dust.
3. Mop hard floors using a colour-coded mop and bucket system to prevent cross-contamination.
4. Use a disinfectant spray to sanitise high-touch areas, allowing appropriate contact time for effectiveness.
5. Wipe down kitchenette surfaces with a food-safe sanitiser.
6. Empty rubbish bins, ensuring liners are replaced and bins are wiped clean if necessary.
7. Clean windows and glass surfaces with a glass cleaner and a lint-free cloth.
8. Use an air freshener if necessary to maintain a pleasant environment.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Colour-coded mop and bucket
- Disinfectant spray
- Food-safe sanitiser
- Glass cleaner
- Lint-free cloth
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; carpets are vacuumed with no visible debris; floors are spotless and streak-free; high-touch areas are sanitised with no residue; kitchenette is immaculate with no stains or crumbs; rubbish bins are empty and clean; windows are crystal clear.
Good	Minor dust on surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch areas are mostly sanitised; kitchenette is generally clean with minor crumbs; rubbish bins are emptied but may have slight residue; windows have minor smudges.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors are clean but streaked; high-touch areas are partially sanitised; kitchenette has visible crumbs and stains; rubbish bins are emptied but dirty; windows have visible smudges.
Fail	Heavy dust on surfaces; carpets are dirty with significant debris; floors are dirty and streaked; high-touch areas are not sanitised; kitchenette is dirty with food residues; rubbish bins are full or dirty; windows are dirty with significant smudges.