

Public Toilets

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

Scope of Work

- Thorough cleaning and sanitising of all toilet fixtures including bowls, seats, and lids.
- Wiping and sanitising of sinks, taps, and countertops.
- Cleaning and polishing of mirrors and glass surfaces.
- Emptying and sanitising rubbish bins and replacing liners.
- Mopping and sanitising of floors with appropriate cleaning solutions.
- Restocking of toilet paper, soap, and hand towels.
- Dusting and wiping of partitions, doors, and handles.
- Removal of graffiti and stains from all surfaces.
- Ensuring all drains are clear and free of blockages.
- Checking and reporting any cleaning-related issues to management.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are in place.
2. Begin by emptying rubbish bins and replacing liners.
3. Apply cleaning solution to toilet bowls, seats, and lids, allowing dwell time before scrubbing and rinsing.
4. Wipe and sanitise sinks, taps, and countertops using appropriate disinfectants.
5. Clean mirrors and glass surfaces with glass cleaner, ensuring streak-free finish.
6. Mop floors with a sanitising solution, ensuring no pooling of water.
7. Restock consumables such as toilet paper, soap, and hand towels.
8. Dust and wipe partitions, doors, and handles with a damp cloth.
9. Remove any graffiti or stains using specialised cleaning products.
10. Conduct a final inspection to ensure all areas meet quality standards.

Equipment

- Colour-coded cleaning cloths and mops
- Cleaning trolley
- Disinfectants and cleaning solutions
- Glass cleaner
- Rubbish bin liners
- Personal protective equipment (PPE)
- Graffiti removal products
- Toilet brushes
- Dusting cloths

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised, with no streaks or residue. No odours present. Consumables fully stocked. No graffiti or stains visible. Floors are dry and free of debris.
Good	Surfaces are mostly clean with minor streaks. No strong odours. Consumables mostly stocked. Minor graffiti or stains present. Floors mostly dry with minimal debris.
Pass	Surfaces are clean but with visible streaks or residue. Mild odours present. Consumables partially stocked. Some graffiti or stains visible. Floors are damp with some debris.
Fail	Surfaces are visibly dirty or unsanitised. Strong odours present. Consumables not stocked. Significant graffiti or stains visible. Floors are wet or littered with debris.