

Rest Area

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

Scope of Work

- Dust all horizontal surfaces including benches, tables, and ledges.
- Sanitise all high-touch surfaces such as door handles, taps, and light switches.
- Empty and clean rubbish bins, replacing liners as necessary.
- Clean and sanitise toilet facilities, ensuring all fixtures are free from stains and odours.
- Mop hard floors with appropriate cleaning solution, ensuring no residue is left.
- Vacuum carpeted areas, ensuring no visible debris remains.
- Clean mirrors and glass surfaces to a streak-free finish.
- Replenish consumables such as toilet paper, soap, and hand towels.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Begin by dusting all horizontal surfaces, working from high to low to capture all dust and debris.
3. Sanitise high-touch surfaces using an approved disinfectant, allowing appropriate contact time for effectiveness.
4. Empty rubbish bins, clean the interior and exterior, and replace liners.
5. Clean toilet facilities using designated toilet brushes and cleaning agents, ensuring all surfaces are sanitised.
6. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
7. Vacuum carpeted areas thoroughly, paying attention to corners and edges.
8. Clean mirrors and glass surfaces using a glass cleaner and microfibre cloth for a streak-free finish.
9. Replenish consumables, ensuring all dispensers are functioning correctly.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops
- Approved disinfectants and cleaning solutions
- Vacuum cleaner with HEPA filter
- Microfibre cloths
- Toilet brushes
- Rubbish bin liners
- Glass cleaner

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, debris, and stains. No odours present. Consumables are fully stocked. Floors are spotless and dry. Glass and mirrors are streak-free.
Good	Most surfaces are clean with minimal dust or debris. No strong odours. Consumables are mostly stocked. Floors are clean with minor spots. Glass and mirrors have minor streaks.
Pass	Surfaces have some dust or debris. Mild odours may be present. Consumables are low but available. Floors have visible spots. Glass and mirrors have noticeable streaks.
Fail	Surfaces are visibly dirty with dust and debris. Strong odours present. Consumables are depleted. Floors are dirty and wet. Glass and mirrors are heavily streaked.