

Rental Car Return

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

Scope of Work

- Dusting all surfaces including counters, desks, and signage.
- Vacuuming carpeted areas and mats.
- Mopping hard floors with appropriate cleaning solutions.
- Wiping down and sanitising all high-touch surfaces such as door handles, light switches, and service counters.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and sanitising public toilets, ensuring all fixtures are spotless and odour-free.
- Polishing glass surfaces and windows for streak-free clarity.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpeted areas using a HEPA-filter vacuum to ensure air quality is maintained.
3. Mop hard floors with a neutral pH cleaner, using a colour-coded mop system to prevent cross-contamination.
4. Wipe and sanitise high-touch surfaces with a disinfectant approved by Australian standards.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean toilets using a toilet-specific cleaner, ensuring all surfaces are scrubbed and sanitised.
7. Polish glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.
8. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

- Microfibre cloths
- HEPA-filter vacuum
- Colour-coded mop and bucket
- Neutral pH floor cleaner
- Disinfectant spray
- Toilet cleaner
- Glass cleaner
- Lint-free cloths
- Rubbish bin liners

Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                                                                                            |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Excellent         | All surfaces are spotless, with no visible dust or debris. Floors are clean and dry with no streaks. High-touch surfaces are sanitised and free of smudges. Rubbish bins are empty and odour-free. Toilets are pristine with no stains or odours. Glass surfaces are crystal clear. |
| Good              | Minor dust or debris on surfaces. Floors are mostly clean with minimal streaks. High-touch surfaces are mostly sanitised. Rubbish bins are empty but may have slight odour. Toilets are clean with minor water spots. Glass surfaces have minor streaks.                            |
| Pass              | Noticeable dust or debris on surfaces. Floors have visible streaks or spots. High-touch surfaces are partially sanitised. Rubbish bins are not overflowing but have noticeable odour. Toilets are clean but have visible stains. Glass surfaces have visible streaks.               |
| Fail              | Significant dust or debris on surfaces. Floors are dirty with multiple streaks or spots. High-touch surfaces are not sanitised. Rubbish bins are overflowing and have strong odour. Toilets are dirty with stains and odours. Glass surfaces are dirty with multiple streaks.       |