

Retail Stores

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

Scope of Work

- Dusting of all surfaces including shelves, counters, and displays.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, taps, and payment terminals.
- Cleaning of glass surfaces including windows and display cases.
- Emptying and sanitising of rubbish bins.
- Spot cleaning of walls and fixtures to remove marks and stains.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin with dusting from top to bottom to capture all dust particles.
3. Vacuum carpets and mats thoroughly, paying attention to edges and corners.
4. Mop hard floors with a microfibre mop and appropriate cleaning solution, ensuring no residue is left.
5. Sanitise high-touch areas using a disinfectant approved by Australian standards.
6. Clean glass surfaces with a streak-free glass cleaner.
7. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
8. Conduct spot cleaning as needed to maintain a pristine appearance.

Equipment

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| • Microfibre cloths and mops | • Colour-coded cleaning buckets and trolleys | • Glass cleaner |
| • HEPA-filter vacuum cleaner | • Approved disinfectants and cleaning solutions | • Rubbish bin liners |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and free of dust. Floors are immaculate with no visible marks or stains. High-touch areas are sanitised and free of smudges. Glass surfaces are crystal clear with no streaks. Rubbish bins are empty and odour-free.
Good	Minor dust on high surfaces. Floors are clean with minimal marks. High-touch areas are mostly sanitised. Glass surfaces have minor streaks. Rubbish bins are empty but may have slight odour.
Pass	Noticeable dust on surfaces. Floors have visible marks. High-touch areas are inconsistently sanitised. Glass surfaces have visible streaks. Rubbish bins are not emptied regularly.
Fail	Heavy dust accumulation. Floors are dirty with significant marks. High-touch areas are not sanitised. Glass surfaces are dirty. Rubbish bins are overflowing and emit strong odours.