

Self-Service Kiosks

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

Scope of Work

- Dusting of all kiosk surfaces, including screens and keyboards.
- Sanitising of touchpoints such as screens, keyboards, and payment terminals.
- Wiping down of external surfaces to remove smudges and fingerprints.
- Emptying and cleaning of rubbish bins located near kiosks.
- Inspection and cleaning of surrounding floor area to remove debris and spills.

Method

1. Use a microfibre cloth to dust all surfaces of the kiosk, ensuring no dust remains.
2. Apply a suitable sanitising solution to a clean cloth and wipe all touchpoints, ensuring full coverage.
3. Use a glass cleaner on screens to remove fingerprints and smudges, ensuring a streak-free finish.
4. Empty rubbish bins, replace liners, and sanitise the bin exterior.
5. Inspect the floor area around the kiosk, vacuum or mop as necessary to remove debris and spills.

Equipment

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|-----------------------|----------------------|------------------|
| • Microfibre cloths | • Glass cleaner | • Vacuum cleaner |
| • Sanitising solution | • Rubbish bin liners | • Mop and bucket |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust, smudges, and fingerprints. Touchpoints are fully sanitised. Rubbish bins are empty and clean. Floor area is spotless with no visible debris.
Good	Minor dust or smudges on non-touch surfaces. Touchpoints are sanitised. Rubbish bins are empty. Floor area has minimal debris.
Pass	Visible dust or smudges on surfaces. Touchpoints are mostly sanitised. Rubbish bins are not overflowing. Floor area has some debris.
Fail	Significant dust, smudges, or fingerprints on surfaces. Touchpoints are not sanitised. Rubbish bins are overflowing. Floor area has visible debris and spills.