

Souvenir Shop

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

Scope of Work

- Dusting of all surfaces including shelves, displays, and counters.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors.
- 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 rubbish bins.
- Spot cleaning of walls and fixtures.
- Restocking of hygiene supplies such as hand sanitiser.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum all carpeted areas and mats using a HEPA-filter vacuum cleaner.
3. Mop hard floors with a neutral pH floor cleaner, ensuring no residue is left.
4. Sanitise high-touch areas with a disinfectant approved by the Therapeutic Goods Administration (TGA).
5. Clean glass surfaces with a glass cleaner, ensuring no streaks are left.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Spot clean walls and fixtures with a suitable cleaner for the surface type.
8. Check and restock hygiene supplies as needed.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH floor cleaner
- Disinfectant approved by TGA
- Glass cleaner
- Rubbish bin liners
- Spot cleaning solutions
- Hand sanitiser

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; floors are spotless and dry; high-touch areas are sanitised and free from smudges; glass surfaces are crystal clear; bins are empty and sanitised; no odours present.
Good	Minor dust or marks on surfaces; floors are clean with minimal streaks; high-touch areas are mostly sanitised; glass surfaces have minor streaks; bins are empty but not sanitised; faint odours present.
Pass	Noticeable dust or marks on surfaces; floors have visible streaks or residue; high-touch areas are inconsistently sanitised; glass surfaces have visible streaks; bins are not emptied; noticeable odours present.
Fail	Heavy dust or marks on surfaces; floors are dirty or sticky; high-touch areas are not sanitised; glass surfaces are dirty; bins are overflowing; strong odours present.