

Service Station

Code: ANCMF-AU-TH-SS-03 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting of all surfaces including counters, shelves, and display areas.
- Sanitising of all high-touch areas such as door handles, taps, and payment terminals.
- Cleaning and sanitising of toilet facilities, ensuring all fixtures are free from stains and odours.
- Emptying and sanitising rubbish bins, ensuring proper waste segregation.
- Mopping of floors with appropriate cleaning solutions to remove dirt and prevent slip hazards.
- Cleaning of windows and glass surfaces to ensure they are free from smudges and streaks.
- Vacuuming of carpeted areas to remove dust and debris.
- Restocking of consumables such as toilet paper, soap, and hand sanitiser.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust particles effectively.
2. Apply a sanitising solution to high-touch areas and wipe with a clean cloth.
3. Clean toilets using a toilet brush and appropriate cleaning agents, ensuring all surfaces are scrubbed and sanitised.
4. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
5. Mop floors using a colour-coded mop and bucket system, ensuring the correct cleaning solution is used for the floor type.
6. Clean windows and glass surfaces with a glass cleaner and squeegee for a streak-free finish.
7. Vacuum carpeted areas using a vacuum cleaner with a HEPA filter to ensure dust and allergens are captured.
8. Check and restock consumables, ensuring all dispensers are functioning correctly.

Equipment

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| • Microfibre cloths | • Rubbish bin liners | • Vacuum cleaner with HEPA filter |
| • Sanitising solutions | • Colour-coded mop and bucket | • Consumable restocking supplies |
| • Toilet brush | • Glass cleaner and squeegee | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, no visible dust or debris. High-touch areas are sanitised and free from fingerprints. Toilets are immaculate with no stains or odours. Rubbish bins are empty, clean, and odour-free. Floors are clean and dry with no streaks. Windows are crystal clear with no smudges.
Good	Minor dust on less frequently touched surfaces. High-touch areas are mostly clean with minimal fingerprints. Toilets are clean with minor water spots. Rubbish bins are empty and clean. Floors are clean with slight streaks. Windows have minor smudges.
Pass	Noticeable dust on surfaces. High-touch areas have visible fingerprints. Toilets have visible stains or odours. Rubbish bins are not emptied or have slight odour. Floors are visibly dirty or wet. Windows have visible smudges.
Fail	Heavy dust accumulation. High-touch areas are unsanitised. Toilets are dirty with strong odours. Rubbish bins are overflowing or dirty. Floors are hazardous due to dirt or moisture. Windows are heavily smudged.