

Staff Toilets

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

Scope of Work

- Dust all surfaces including partitions, ledges, and fixtures.
- Sanitise all high-touch surfaces such as taps, door handles, and flush buttons.
- Clean and disinfect toilet bowls, seats, and urinals.
- Wipe down mirrors and glass surfaces to remove smudges and streaks.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Mop floors with a disinfectant solution, ensuring no residue is left.
- Replenish toilet paper, soap, and hand towels.
- Check and clean air vents and ensure they are free from dust and debris.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning cloths are used to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from high surfaces and working downwards.
3. Apply disinfectant to high-touch surfaces and allow appropriate dwell time before wiping clean.
4. Use a toilet brush and disinfectant to clean inside toilet bowls and urinals, ensuring thorough coverage.
5. Spray glass cleaner on mirrors and wipe with a lint-free cloth for a streak-free finish.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Mop floors using a two-bucket system to ensure clean water is used for rinsing.
8. Restock consumables and check for any maintenance issues to report.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mop heads.
- Microfibre dusting cloths.
- Disinfectant and sanitising solutions.
- Toilet brush and holder.
- Glass cleaner and lint-free cloths.
- Rubbish bin liners.
- Two-bucket mopping system.
- Personal protective equipment (PPE) including gloves and masks.

Quality Criteria

Performance Level	Criteria
Excellent	No visible dust or debris on any surfaces; all high-touch surfaces are sanitised and free from smudges; toilets and urinals are spotless with no stains; mirrors are streak-free; bins are empty and sanitised; floors are clean with no residue; consumables are fully stocked.
Good	Minor dust on high surfaces; high-touch surfaces are mostly sanitised; minor water spots on toilets and urinals; mirrors have minimal streaks; bins are empty but not sanitised; floors are clean but slightly damp; consumables are mostly stocked.
Pass	Visible dust on multiple surfaces; some high-touch surfaces missed; noticeable stains on toilets and urinals; mirrors have visible streaks; bins are not emptied; floors are damp with some residue; consumables are low.
Fail	Significant dust and debris; high-touch surfaces not sanitised; toilets and urinals are stained; mirrors are dirty; bins are overflowing; floors are dirty and sticky; consumables are depleted.