

Travel Agency

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

Scope of Work

- Dusting of all surfaces including desks, counters, and display areas.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, phones, and keyboards.
- Cleaning and sanitising of kitchenette areas including sinks and taps.
- Emptying and sanitising of rubbish bins.
- Cleaning of glass surfaces including windows and partitions.
- Spot cleaning of walls and skirting boards.
- Restocking of hygiene supplies in kitchenette and toilet areas.

Method

1. Begin by dusting all surfaces using a microfibre cloth, ensuring all dust is removed from desks, counters, and display areas.
2. Vacuum all carpeted areas and mats using a HEPA-filter vacuum cleaner to ensure dust and allergens are effectively removed.
3. Mop hard floors with a neutral pH cleaner, using a colour-coded mop system to prevent cross-contamination.
4. Sanitise high-touch areas with a disinfectant spray, ensuring all surfaces are left visibly clean and free of smudges.
5. Clean kitchenette areas by scrubbing sinks and taps with a non-abrasive cleaner, followed by sanitising with a food-safe disinfectant.
6. Empty rubbish bins, replace liners, and sanitise the bin surfaces with a disinfectant wipe.
7. Clean glass surfaces with a streak-free glass cleaner, ensuring all fingerprints and smudges are removed.
8. Spot clean walls and skirting boards with a damp cloth and mild detergent as needed.
9. Check and restock hygiene supplies, ensuring all dispensers are full and operational.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Colour-coded mop and bucket
- Neutral pH floor cleaner
- Disinfectant spray
- Non-abrasive cleaner
- Food-safe disinfectant
- Disinfectant wipes
- Streak-free glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, smudges, and marks. Floors are spotless and free of debris. High-touch areas are sanitised and free of fingerprints. Glass surfaces are streak-free. No odours present. Supplies fully stocked.
Good	Minor dust or smudges on surfaces. Floors are clean with minimal debris. High-touch areas are mostly sanitised. Glass surfaces have minor streaks. No strong odours. Supplies mostly stocked.
Pass	Noticeable dust or smudges on surfaces. Floors have some debris. High-touch areas partially sanitised. Glass surfaces have visible streaks. Mild odours present. Supplies low but available.
Fail	Surfaces are dusty or marked. Floors have significant debris. High-touch areas not sanitised. Glass surfaces are dirty. Strong odours present. Supplies depleted.