

Ticket Counter

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

Scope of Work

- Dust and wipe all surfaces including counters, screens, and equipment.
- Sanitise high-touch areas such as ticket machines, counters, and handrails.
- Empty and clean rubbish bins, replacing liners as needed.
- Spot clean walls and partitions to remove marks and stains.
- Vacuum and mop floors, ensuring no debris or spills are present.
- Clean and polish glass surfaces to remove fingerprints and smudges.
- Ensure all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Apply a suitable sanitising solution to high-touch areas and wipe with a clean cloth.
3. Empty rubbish bins, ensuring waste is disposed of according to local regulations, and replace liners.
4. Use a damp cloth to spot clean walls and partitions, focusing on visible marks.
5. Vacuum the floor using a HEPA-filter vacuum cleaner, then mop with a neutral pH floor cleaner.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.

Equipment

- Microfibre cloths
- Sanitising solution
- Rubbish bin liners
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Glass cleaner
- Lint-free cloths

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust, marks, and smudges. High-touch areas are sanitised and visibly clean. Floors are spotless with no debris. Glass surfaces are crystal clear.
Good	Minor dust or marks on surfaces. High-touch areas are mostly sanitised. Floors have minimal debris. Glass surfaces have minor smudges.
Pass	Noticeable dust or marks on some surfaces. High-touch areas are partially sanitised. Floors have some debris. Glass surfaces have visible smudges.
Fail	Significant dust, marks, or smudges on surfaces. High-touch areas are not sanitised. Floors are dirty with visible debris. Glass surfaces are heavily smudged.