

Tour Desk

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

Scope of Work

- Dust all surfaces, including desks, counters, and display areas.
- Sanitise high-touch areas such as phones, keyboards, and touch screens.
- Vacuum carpeted areas and spot clean as necessary.
- Mop hard floors with appropriate cleaning solution.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces, including windows and display cases.
- Ensure all promotional materials and brochures are neatly organised and free from dust.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Sanitise high-touch areas with a disinfectant spray and allow to air dry.
3. Vacuum carpeted areas using a vacuum cleaner with a HEPA filter to minimise dust and allergens.
4. Mop hard floors using a colour-coded mop and bucket system to prevent cross-contamination.
5. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
7. Organise promotional materials, ensuring they are free from dust and neatly displayed.

Equipment

- Microfibre cloths
- Disinfectant spray
- Vacuum cleaner with HEPA filter
- Colour-coded mop and bucket
- Glass cleaner
- Lint-free cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; high-touch areas are sanitised and dry; floors are spotless and dry; rubbish bins are empty and odour-free; glass surfaces are streak-free; promotional materials are perfectly organised.
Good	Minor dust on less visible surfaces; high-touch areas sanitised but slightly damp; floors mostly clean with minor spots; rubbish bins empty but slight odour; glass surfaces mostly streak-free; promotional materials mostly organised.
Pass	Visible dust on surfaces; high-touch areas partially sanitised; floors have visible spots; rubbish bins not emptied; glass surfaces have visible streaks; promotional materials disorganised.
Fail	Heavy dust accumulation; high-touch areas not sanitised; floors dirty and wet; rubbish bins overflowing; glass surfaces heavily streaked; promotional materials in disarray.