

Waiting Areas

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

Scope of Work

- Dusting of all surfaces including seating, ledges, and fixtures.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as handrails, door handles, and seating.
- Emptying and cleaning of rubbish bins.
- Cleaning of glass surfaces and windows.
- Removal of any visible rubbish or debris from floors and surfaces.

Method

1. Begin by dusting all surfaces using a microfibre cloth and appropriate dusting solution.
2. Vacuum carpeted areas thoroughly, ensuring all corners and edges are reached.
3. Mop hard floors using a colour-coded mop and bucket system, ensuring the correct cleaning solution is used for the floor type.
4. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are wiped down thoroughly.
5. Empty rubbish bins, replace liners, and clean the bins with a sanitising solution.
6. Clean glass surfaces with a glass cleaner and squeegee, ensuring no streaks are left.
7. Conduct a final walkthrough to ensure all areas are clean and free of rubbish.

Equipment

- Microfibre cloths
- Vacuum cleaner
- Colour-coded mop and bucket
- Disinfectant spray
- Glass cleaner and squeegee
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible debris; high-touch areas are sanitised and free of smudges; rubbish bins are empty and clean; glass surfaces are streak-free.
Good	Minor dust on surfaces; floors have minimal debris; high-touch areas are mostly sanitised; rubbish bins are emptied but may have minor marks; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas are partially sanitised; rubbish bins are not emptied; glass surfaces have visible streaks.
Fail	Surfaces are dusty and marked; floors are dirty with significant debris; high-touch areas are not sanitised; rubbish bins are full and dirty; glass surfaces are heavily streaked.