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Code: ANCMF-AU-CO-CC-01 • Facility: Commercial Office • Frequency: daily

Scope of Work

- Dust all surfaces, including shelves, equipment, and furniture.
- Sanitise high-touch areas such as door handles, light switches, and copier buttons.
- Empty and clean rubbish bins, replacing liners as needed.
- Vacuum carpeted areas and mop hard floors.
- Clean glass surfaces, including windows and partitions.
- Ensure all cleaning supplies are restocked and organised on the trolley.

Method

1. Begin by organising the cleaning trolley with colour-coded cloths and appropriate cleaning agents.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas with a disinfectant spray and a clean cloth.
4. Empty rubbish bins, replace liners, and wipe the exterior of the bins.
5. Vacuum carpeted areas thoroughly, paying attention to corners and edges.
6. Mop hard floors using a neutral floor cleaner, ensuring no residue is left.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.

Equipment

- Microfibre cloths (colour-coded)
- Disinfectant spray
- Vacuum cleaner
- Mop and bucket
- Glass cleaner
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

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