

Client Lounge

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

Scope of Work

- Dust all surfaces including tables, chairs, and decorative items.
- Vacuum all carpeted areas and spot clean stains.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and remote controls.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all furniture is arranged neatly and free from dust and debris.
- Check and replenish any client amenities such as tissues or hand sanitiser.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Begin by dusting all surfaces from top to bottom to prevent re-soiling.
3. Vacuum carpeted areas thoroughly, paying attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left behind.
5. Wipe and sanitise high-touch surfaces using a disinfectant spray and cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean glass surfaces with a glass cleaner and microfibre cloth for a streak-free finish.
8. Reorganise furniture and ensure all areas are tidy and presentable.
9. Conduct a final inspection to ensure all tasks are completed to standard.

Equipment

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| • Vacuum cleaner with HEPA filter | • Cleaning trolley | • Rubbish bin liners |
| • Colour-coded microfibre cloths | • Disinfectant spray | • Personal protective equipment (PPE) |
| • Colour-coded mops and buckets | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; carpets are spotless and free from debris; floors are streak-free and dry; no rubbish present; glass surfaces are crystal clear; high-touch areas are sanitised and free from fingerprints.
Good	Minor dust on high surfaces; carpets have minimal debris; floors are clean but may have slight streaks; bins are empty; glass surfaces have minor smudges; high-touch areas are mostly sanitised.
Pass	Visible dust on surfaces; carpets have noticeable debris; floors are clean but wet; bins are not overflowing; glass surfaces have visible smudges; high-touch areas are partially sanitised.
Fail	Significant dust accumulation; carpets are dirty; floors are dirty or wet; bins are overflowing; glass surfaces are dirty; high-touch areas are not sanitised.