

Delivery Area

Code: ANCMF-AU-CO-DA-02 • Facility: Commercial Office • Frequency: daily

Scope of Work

- Dust all surfaces including shelves, ledges, and equipment.
- Sanitise all high-touch areas such as door handles, light switches, and handrails.
- Vacuum all carpeted areas and mats.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Empty and sanitise rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces and windows.
- Ensure all cleaning supplies are restocked and stored properly on the trolley.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas using an appropriate disinfectant spray and cloth.
4. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
5. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
8. Restock cleaning supplies and ensure the trolley is clean and organised for the next use.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; high-touch areas are sanitised with no visible residue; floors are spotless with no streaks or watermarks; bins are empty and sanitised; glass surfaces are crystal clear with no streaks.
Good	Minor dust on less accessible surfaces; high-touch areas are mostly sanitised; floors are clean with minimal streaks; bins are empty but not sanitised; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; some high-touch areas missed; floors are clean but streaky; bins are emptied but not sanitised; glass surfaces have visible streaks.
Fail	Significant dust accumulation; high-touch areas not sanitised; floors are dirty or sticky; bins are full or overflowing; glass surfaces are dirty with visible marks.