

Open Plan Office

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

Scope of Work

- Dusting of all horizontal surfaces including desks, tables, and shelves.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Emptying and sanitising of rubbish bins and replacement of liners.
- Cleaning and sanitising of high-touch surfaces such as door handles, light switches, and lift buttons.
- Cleaning of glass surfaces including windows and partitions.
- Sanitising of shared equipment such as telephones and keyboards.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring compliance with colour-coded systems.
2. Dust all horizontal surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to high-traffic zones and edges.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
6. Wipe and sanitise high-touch surfaces using a disinfectant spray and a clean cloth.
7. Clean glass surfaces with a glass cleaner, ensuring streak-free results.
8. Sanitise shared equipment with appropriate disinfectant wipes.

Equipment

- Microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with neutral pH cleaner
- Colour-coded cleaning cloths and buckets
- Disinfectant spray and wipes
- Glass cleaner
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust, dirt, and smudges. Floors are spotless with no visible marks. Rubbish bins are empty and sanitised. High-touch surfaces are disinfected and shine. Glass surfaces are streak-free. No unpleasant odours present.
Good	Minor dust or smudges on less than 5% of surfaces. Floors have minimal marks. Rubbish bins are empty but may have minor residue. High-touch surfaces are mostly disinfected. Glass surfaces have minor streaks.
Pass	Noticeable dust or smudges on less than 10% of surfaces. Floors have visible marks. Rubbish bins are not overflowing but not fully sanitised. High-touch surfaces are partially disinfected. Glass surfaces have visible streaks.
Fail	Significant dust or smudges on more than 10% of surfaces. Floors are dirty with visible marks. Rubbish bins are overflowing or unsanitised. High-touch surfaces are not disinfected. Glass surfaces are heavily streaked. Unpleasant odours present.