

Reception Area

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

Scope of Work

- Dust all surfaces including reception desk, tables, and decorative items.
- Vacuum all carpeted areas and entrance mats.
- Mop hard floor surfaces with appropriate cleaning solution.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean glass surfaces including entrance doors and any glass partitions.
- Ensure all furniture is clean and organised.
- Check and maintain cleanliness of any plants or decorative items.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust effectively.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise airborne dust.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
4. Use a disinfectant solution to wipe and sanitise high-touch surfaces.
5. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
6. Clean glass surfaces with a streak-free glass cleaner.
7. Arrange furniture neatly and ensure all items are in their designated places.
8. Inspect plants and decorative items for dust and clean as necessary.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Disinfectant solution
- Glass cleaner
- Rubbish bin liners
- Colour-coded cleaning cloths and equipment

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are dust-free, floors are spotless with no visible marks, glass surfaces are streak-free, and all high-touch areas are sanitised. No odours present, and rubbish bins are empty and clean.
Good	Minor dust on surfaces, floors have minimal marks, glass surfaces have slight streaks, and high-touch areas are mostly sanitised. No strong odours, and rubbish bins are emptied.
Pass	Noticeable dust on surfaces, floors have visible marks, glass surfaces have visible streaks, and high-touch areas are partially sanitised. Mild odours present, and rubbish bins are not overflowing.
Fail	Heavy dust on surfaces, floors are dirty with multiple marks, glass surfaces are heavily streaked, and high-touch areas are not sanitised. Strong odours present, and rubbish bins are full or overflowing.