

## Reception Desk

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

### Scope of Work

- Dust all surfaces including the desk, computer equipment, and decorative items.
- Sanitise high-touch areas such as the phone, keyboard, and mouse.
- Wipe down and sanitise the reception desk surface.
- Empty and clean the rubbish bin, replacing liners as needed.
- Vacuum the floor area around the reception desk.
- Spot clean any visible marks on walls or partitions.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

### Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the top and working downwards.
2. Use a sanitising solution to wipe down high-touch areas, ensuring all surfaces are visibly wet for the required contact time.
3. Wipe the reception desk surface with a damp cloth and sanitising solution, ensuring no streaks or residue remain.
4. Empty the rubbish bin, replace the liner, and sanitise the bin exterior.
5. Vacuum the floor area, paying special attention to corners and under the desk.
6. Spot clean walls or partitions with a suitable cleaning agent, ensuring no damage to surfaces.

### Equipment

- |                                    |                      |                       |
|------------------------------------|----------------------|-----------------------|
| • Microfibre cloths (colour-coded) | • Vacuum cleaner     | • Cleaning trolley    |
| • Sanitising solution              | • Rubbish bin liners | • Spot cleaning agent |

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                             |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are free of dust and smudges; high-touch areas are sanitised with no residue; rubbish bin is empty and clean; floor is free of debris and vacuumed thoroughly; no visible marks on walls or partitions. |
| <b>Good</b>       | Minor dust on non-essential surfaces; high-touch areas are mostly sanitised; rubbish bin is empty but may have minor smudges; floor is mostly clean with minor debris; few visible marks on walls or partitions.     |
| <b>Pass</b>       | Noticeable dust on surfaces; high-touch areas partially sanitised; rubbish bin is emptied but not cleaned; floor has visible debris; several marks on walls or partitions.                                           |
| <b>Fail</b>       | Significant dust accumulation; high-touch areas not sanitised; rubbish bin full or dirty; floor visibly dirty; numerous marks on walls or partitions.                                                                |