

Waiting Area

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

Scope of Work

- Dusting of all surfaces including tables, chairs, and decorative items.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solution.
- Sanitising of high-touch surfaces such as door handles, light switches, and reception counters.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces including windows and partitions.
- Ensuring all furniture is organised and free from dust and debris.
- Checking and replenishing any consumables such as tissues or hand sanitiser.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
3. Mop hard floors using a neutral pH floor cleaner, ensuring no residue is left behind.
4. Sanitise high-touch surfaces with a disinfectant spray and a clean cloth, ensuring all areas are covered.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth to ensure a streak-free finish.
7. Reorganise furniture as needed to maintain a tidy appearance.
8. Check and replenish consumables, ensuring they are fully stocked and accessible.

Equipment

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|---------------------|----------------------------|----------------------|
| • Microfibre cloths | • Neutral pH floor cleaner | • Lint-free cloths |
| • Vacuum cleaner | • Disinfectant spray | • Rubbish bin liners |
| • Mop and bucket | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no visible debris; glass surfaces are streak-free; high-touch areas are sanitised and free from fingerprints; rubbish bins are empty and sanitised; consumables are fully stocked.
Good	Minor dust on surfaces; floors have minimal debris; glass surfaces have minor streaks; high-touch areas are mostly sanitised; rubbish bins are empty but not sanitised; consumables are mostly stocked.
Pass	Noticeable dust on surfaces; floors have visible debris; glass surfaces have visible streaks; high-touch areas are partially sanitised; rubbish bins are not emptied; consumables are low.
Fail	Heavy dust on surfaces; floors are dirty with significant debris; glass surfaces are heavily streaked; high-touch areas are not sanitised; rubbish bins are overflowing; consumables are depleted.