

Bookshop

Code: ANCMF-AU-EF-B-01 • Facility: Education Facility • Frequency: daily

Scope of Work

- Dusting of all shelves, displays, and counters.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors.
- Sanitising of high-touch surfaces including door handles, counters, and payment terminals.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and windows.
- Spot cleaning of walls and doors.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Dust all surfaces using microfibre cloths, starting from the top and working downwards.
3. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to minimise dust and allergens.
4. Mop hard floors with a neutral pH cleaner and a microfibre mop.
5. Sanitise high-touch surfaces with an approved disinfectant, ensuring contact time as per manufacturer's instructions.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a streak-free glass cleaner and a lint-free cloth.
8. Spot clean walls and doors with a suitable cleaner for the surface type.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Colour-coded cleaning buckets and mops
- Neutral pH floor cleaner
- Approved disinfectant
- Streak-free glass cleaner
- Lint-free cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; floors are spotless with no visible debris; high-touch surfaces are sanitised and free of fingerprints; glass surfaces are streak-free; rubbish bins are empty and odour-free.
Good	Minor dust on less accessible surfaces; floors have minimal debris; high-touch surfaces are mostly sanitised; glass surfaces have minor streaks; rubbish bins are empty with slight odour.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch surfaces have some fingerprints; glass surfaces have visible streaks; rubbish bins are not overflowing but have noticeable odour.
Fail	Heavy dust accumulation; floors are dirty with significant debris; high-touch surfaces are unsanitised; glass surfaces are heavily streaked; rubbish bins are overflowing and malodorous.