

Counsellor's Office

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

Scope of Work

- Dust all surfaces including desks, shelves, and window sills.
- Vacuum carpeted areas thoroughly.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and sanitise any shared equipment such as chairs and tables.
- Ensure windows are free of smudges and fingerprints.
- Maintain a clutter-free environment to facilitate effective cleaning.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum the carpet, paying special attention to corners and under furniture.
4. Wipe and sanitise high-touch surfaces using a disinfectant spray and appropriate cloth.
5. Empty rubbish bins, replace liners, and ensure bins are clean and odour-free.
6. Clean windows using a glass cleaner and a lint-free cloth.
7. Inspect the area to ensure all tasks are completed to the required standard.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner
- Disinfectant spray
- Glass cleaner
- Lint-free cloths
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Carpet shows no visible debris. High-touch surfaces are sanitised and free of smudges. Rubbish bins are empty and odour-free. Windows are spotless.
Good	Minor dust on high surfaces. Carpet is mostly clean with minimal debris. High-touch surfaces are mostly sanitised. Rubbish bins are empty but may have slight odour. Windows have minor smudges.
Pass	Noticeable dust on surfaces. Carpet has visible debris. Some high-touch surfaces are not sanitised. Rubbish bins are not emptied or have noticeable odour. Windows have visible smudges.
Fail	Surfaces are dusty. Carpet is dirty with visible debris. High-touch surfaces are not sanitised. Rubbish bins are full and odorous. Windows are dirty.