

Reception

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

Scope of Work

- Dust all surfaces including desks, chairs, and reception counters.
- Vacuum carpeted areas and mats.
- Mop hard floors 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 and polish glass surfaces and entry doors.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Wipe and sanitise high-touch surfaces using a disinfectant spray and microfibre cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility guidelines.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Cleaning trolley
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no streaks; high-touch surfaces are sanitised and free of smudges; glass surfaces are crystal clear; bins are empty and clean.
Good	Minor dust on less accessible surfaces; floors are clean with minimal streaks; high-touch surfaces are mostly sanitised; glass surfaces have minor smudges; bins are emptied but may have minor residue.
Pass	Noticeable dust on surfaces; floors have visible streaks; high-touch surfaces are inconsistently sanitised; glass surfaces have visible smudges; bins are emptied but dirty.
Fail	Significant dust accumulation; floors are dirty with visible debris; high-touch surfaces are not sanitised; glass surfaces are dirty; bins are overflowing or not emptied.