

Accounts Office

Code: ANCMF-AU-GB-AO-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Dust all surfaces including desks, chairs, and shelves.
- Vacuum carpets and rugs thoroughly.
- Mop hard floors with appropriate cleaning solution.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment.
2. Dust surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to minimise dust dispersion.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean glass surfaces with a glass cleaner and polish with a lint-free cloth.

Equipment

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|------------------------------|----------------------|----------------------------------|
| • Microfibre cloths | • Disinfectant spray | • Colour-coded cleaning supplies |
| • HEPA-filter vacuum cleaner | • Glass cleaner | • Cleaning trolley |
| • Damp mop and bucket | • Lint-free cloths | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Carpets are vacuumed with no visible debris. Floors are mopped with no streaks or residue. High-touch areas are sanitised and free of smudges. Glass surfaces are spotless and streak-free. Rubbish bins are empty and clean.
Good	Most surfaces are clean with minimal dust. Carpets are vacuumed with minor debris. Floors are mopped with few streaks. High-touch areas are mostly sanitised. Glass surfaces have minor streaks. Rubbish bins are empty but may have minor residue.
Pass	Surfaces have some dust. Carpets have visible debris. Floors are mopped but have noticeable streaks. High-touch areas are partially sanitised. Glass surfaces have visible streaks. Rubbish bins are emptied but not cleaned.
Fail	Surfaces are dusty. Carpets have significant debris. Floors are not mopped or have excessive streaks. High-touch areas are not sanitised. Glass surfaces are dirty. Rubbish bins are full or not emptied.