

Appeals Office

Code: ANCMF-AU-GB-AO-03 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting all surfaces including desks, chairs, and shelves.
- Vacuuming carpets and rugs.
- Mopping hard floors.
- Wiping and sanitising all high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and sanitising toilets and washbasins.
- Cleaning glass surfaces and mirrors.
- Replenishing consumables such as toilet paper, hand soap, and paper towels.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
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 with a disinfectant solution, ensuring complete coverage.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean toilets and washbasins using appropriate cleaning agents, ensuring all surfaces are sanitised.
8. Clean glass surfaces and mirrors with a glass cleaner, ensuring no streaks are left.
9. Check and replenish consumables as needed, ensuring all dispensers are functioning correctly.

Equipment

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|---------------------|-------------------------|---|
| • Microfibre cloths | • Cleaning trolley | • Colour-coded cleaning cloths and mops |
| • Vacuum cleaner | • Disinfectant solution | • Rubbish bin liners |
| • Mop and bucket | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; no rubbish is present; all high-touch surfaces are sanitised; toilets and washbasins are immaculate; glass surfaces are streak-free; consumables are fully stocked.
Good	Minor dust or marks on surfaces; floors are clean with minimal moisture; bins are empty; most high-touch surfaces are sanitised; toilets and washbasins are clean; minor streaks on glass; consumables are mostly stocked.
Pass	Noticeable dust or marks on surfaces; floors are mostly clean; bins are not overflowing; some high-touch surfaces are sanitised; toilets and washbasins are mostly clean; visible streaks on glass; consumables are low but available.
Fail	Significant dust or marks on surfaces; floors are dirty or wet; bins are overflowing; high-touch surfaces are not sanitised; toilets and washbasins are dirty; glass surfaces are heavily streaked; consumables are depleted.