

Arbitration Room

Code: ANCMF-AU-GB-AR-02 • Facility: Government Building • Frequency: daily

Scope of Work

- Dust all surfaces including tables, chairs, and fixtures.
- Vacuum carpeted areas thoroughly.
- Mop hard floors with appropriate cleaning solution.
- Sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty and clean rubbish bins; replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all furniture is arranged neatly and appropriately.
- Check and replenish any consumables such as tissues or hand sanitiser.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin by dusting all surfaces using a microfibre cloth, starting from the highest points and working downwards.
3. Vacuum all carpeted areas, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and a clean cloth, ensuring all surfaces are visibly wet for the contact time specified by the product.
6. Empty rubbish bins, clean them with a disinfectant wipe, and replace liners.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
8. Reorganise furniture as per the room layout plan and ensure all items are in their designated places.
9. Check consumables and replenish as necessary, ensuring all items are stocked and accessible.

Equipment

- Cleaning trolley with colour-coded cleaning cloths and mops
- Vacuum cleaner with HEPA filter
- Microfibre dusting cloths
- Neutral pH floor cleaner
- Disinfectant spray
- 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 streaks; high-touch areas are sanitised and visibly clean; rubbish bins are empty and clean; glass surfaces are crystal clear with no streaks; furniture is perfectly arranged.
Good	Minor dust on less accessible surfaces; floors are clean with minimal streaks; high-touch areas are mostly sanitised; rubbish bins are empty but may have minor residue; glass surfaces have minimal streaks; furniture is mostly arranged correctly.
Pass	Noticeable dust on surfaces; floors have visible streaks; high-touch areas are partially sanitised; rubbish bins are not emptied; glass surfaces have visible streaks; furniture is disorganised.
Fail	Heavy dust accumulation; floors are dirty; high-touch areas are unsanitised; rubbish bins are overflowing; glass surfaces are dirty; furniture is in disarray.