

Call Center

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

Scope of Work

- Dusting of all surfaces including desks, chairs, and equipment.
- Vacuuming of carpets and rugs.
- Mopping of hard floors.
- Sanitising of high-touch surfaces such as telephones, keyboards, and door handles.
- Emptying and cleaning of rubbish bins.
- Cleaning and sanitising of kitchen and break areas.
- Cleaning of windows and glass partitions.
- Restocking of hygiene supplies in toilets and kitchen areas.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Start with dusting from top to bottom to ensure all surfaces are free of dust.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to maintain air quality.
4. Mop hard floors with a neutral pH cleaner to avoid damage to surfaces.
5. Sanitise high-touch surfaces using a hospital-grade disinfectant.
6. Empty rubbish bins and replace liners, ensuring bins are clean and odour-free.
7. Clean kitchen and break areas with food-safe cleaning agents.
8. Use glass cleaner for windows and partitions, ensuring streak-free results.
9. Check and restock hygiene supplies, ensuring availability at all times.

Equipment

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| • HEPA-filter vacuum cleaner | • Colour-coded cleaning cloths and mops | • Glass cleaner |
| • Microfibre cloths | • Hospital-grade disinfectant | • Rubbish bin liners |
| • Mop and bucket with wringer | • Neutral pH floor cleaner | • Cleaning trolley |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. No streaks on glass. No odours present. High-touch areas sanitised and documented. Supplies fully stocked.
Good	Minor dust on less accessible surfaces. Minimal streaks on glass. No strong odours. High-touch areas mostly sanitised. Supplies mostly stocked.
Pass	Noticeable dust on surfaces. Some streaks on glass. Mild odours. High-touch areas partially sanitised. Supplies low but available.
Fail	Visible dust accumulation. Significant streaks on glass. Unpleasant odours. High-touch areas not sanitised. Supplies depleted.