

Contact Center

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

Scope of Work

- Dusting of all surfaces, including desks, chairs, and equipment.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as telephones, keyboards, and door handles.
- Emptying and sanitising of rubbish bins.
- Cleaning and sanitising of kitchen and break areas, including benchtops, sinks, and taps.
- Cleaning and sanitising of toilets, including basins, taps, and mirrors.
- Restocking of consumables such as toilet paper, hand towels, and soap.
- Inspection and cleaning of air vents and light fixtures for dust accumulation.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality.
3. Mop hard floors with a neutral pH cleaner to prevent damage to surfaces.
4. Use a disinfectant solution to sanitise high-touch surfaces, ensuring contact time as per manufacturer's instructions.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean kitchen and break areas with food-safe cleaning products, focusing on hygiene and odour control.
7. Thoroughly clean toilets using appropriate cleaning agents, ensuring all surfaces are sanitised.
8. Check and refill consumables, ensuring all dispensers are functioning correctly.
9. Inspect air vents and light fixtures, dusting or wiping as necessary to maintain air quality and lighting efficiency.

Equipment

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| • Microfibre cloths | • Disinfectant solution | • Toilet cleaning agents |
| • HEPA-filter vacuum cleaner | • Rubbish bin liners | • Consumable supplies (toilet paper, hand towels, soap) |
| • Mop and bucket with neutral pH cleaner | • Food-safe cleaning products | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, stains, and smudges. High-touch surfaces are sanitised with no residue. Floors are spotless and free of debris. Rubbish bins are empty and sanitised. Consumables are fully stocked. Air vents and light fixtures are dust-free.
Good	Most surfaces are clean with minimal dust or smudges. High-touch surfaces are sanitised with slight residue. Floors are mostly clean with minor debris. Rubbish bins are empty but not sanitised. Consumables are mostly stocked. Air vents and light fixtures have minimal dust.
Pass	Surfaces have visible dust or smudges. High-touch surfaces are partially sanitised. Floors have visible debris. Rubbish bins are not sanitised. Consumables are low. Air vents and light fixtures have visible dust.
Fail	Surfaces are dirty with significant dust and smudges. High-touch surfaces are not sanitised. Floors are dirty with significant debris. Rubbish bins are full and unsanitised. Consumables are depleted. Air vents and light fixtures are dusty.