

Community Center

Code: ANCMF-AU-GB-CC-06 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including furniture, fixtures, and fittings.
- Vacuuming of all carpeted areas.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and taps.
- Cleaning and sanitising of toilets and washrooms.
- Emptying and sanitising rubbish bins.
- Spot cleaning of walls and glass surfaces.
- Replenishing of consumables such as toilet paper, soap, and hand towels.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Begin with dusting all surfaces, working from high to low to capture all dust particles.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
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 using a disinfectant spray and cloth, ensuring all surfaces are visibly clean and free from smudges.
6. Clean toilets and washrooms, ensuring all fixtures are sanitised and free from stains and odours.
7. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
8. Spot clean walls and glass surfaces to remove any marks or fingerprints.
9. Replenish all consumables, ensuring they are stocked and accessible.

Equipment

- Colour-coded cleaning cloths and mops
- Vacuum cleaner
- Mop and bucket
- Cleaning trolley
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless and free from dust. Floors are shiny and free from marks. Toilets are sanitised and odour-free. Consumables are fully stocked. No visible rubbish or debris.
Good	Minor dust on high surfaces. Floors are clean with minimal marks. Toilets are clean with no visible stains. Consumables are mostly stocked. Minimal rubbish present.
Pass	Noticeable dust on surfaces. Floors have visible marks. Toilets are clean but have minor odours. Consumables are low but available. Some rubbish present.
Fail	Visible dust and dirt on surfaces. Floors are dirty with significant marks. Toilets have stains and strong odours. Consumables are depleted. Rubbish is overflowing.