

Complaints Office

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

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces including windows and partitions.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by organising the cleaning trolley with colour-coded cloths and appropriate cleaning agents.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and a neutral pH floor cleaner.
5. Sanitise high-touch areas with a disinfectant spray and a clean cloth.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth.
8. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

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| • Colour-coded microfibre cloths | • Neutral pH floor cleaner | • Cleaning trolley |
| • Vacuum cleaner with HEPA filter | • Disinfectant spray | • Rubbish bin liners |
| • Mop and bucket with wringer | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are spotless and free of debris; floors are streak-free and dry; high-touch areas are sanitised and free of fingerprints; rubbish bins are empty and odour-free; glass surfaces are crystal clear with no smudges.
Good	Minor dust on surfaces; carpets have minimal debris; floors have slight streaks; high-touch areas are mostly sanitised; rubbish bins are empty but may have slight odour; glass surfaces have minor smudges.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors are streaky; high-touch areas are inconsistently sanitised; rubbish bins are not emptied regularly; glass surfaces have visible smudges.
Fail	Heavy dust accumulation; carpets are dirty with visible stains; floors are wet or sticky; high-touch areas are not sanitised; rubbish bins are overflowing; glass surfaces are dirty and obstruct visibility.