

Counselling Room

Code: ANCMF-AU-GB-CR-08 • Facility: Government Building • Frequency: daily

Scope of Work

- Dust all surfaces including desks, chairs, and shelves.
- Vacuum carpeted areas thoroughly.
- Mop hard floors with appropriate cleaning solution.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Empty and clean rubbish bins, replace liners.
- Clean and sanitise windows and glass surfaces.
- Ensure air vents are free from dust and debris.
- Check and refill hand sanitiser dispensers.

Method

1. Prepare cleaning trolley with colour-coded cloths and appropriate cleaning agents.
2. Dust all surfaces using a microfibre cloth to capture dust particles.
3. Vacuum carpets using a HEPA filter vacuum cleaner to minimise airborne dust.
4. Mop hard floors using a damp mop and neutral pH floor cleaner.
5. Sanitise high-touch areas with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and clean bins with disinfectant.
7. Clean windows and glass surfaces with a glass cleaner and squeegee.
8. Inspect air vents and clean with a vacuum or damp cloth as needed.
9. Check hand sanitiser dispensers and refill as necessary.

Equipment

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| • Microfibre cloths (colour-coded) | • Neutral pH floor cleaner | • Rubbish bin liners |
| • HEPA filter vacuum cleaner | • Disinfectant spray | • Cleaning trolley |
| • Damp mop and bucket | • Glass cleaner and squeegee | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, stains, and marks. No odours present. High-touch areas are sanitised and dry. Floors are spotless and dry. Windows and glass surfaces are streak-free. Air vents are dust-free. Hand sanitiser dispensers are full.
Good	Most surfaces are clean with minimal dust. No strong odours. High-touch areas are sanitised. Floors are clean with minor spots. Windows and glass surfaces have minor streaks. Air vents have minimal dust. Hand sanitiser dispensers are adequately filled.
Pass	Surfaces have some dust. Mild odours may be present. High-touch areas are mostly sanitised. Floors have visible spots. Windows and glass surfaces have noticeable streaks. Air vents have visible dust. Hand sanitiser dispensers are low but not empty.
Fail	Surfaces are dusty or stained. Strong odours present. High-touch areas are not sanitised. Floors are dirty or sticky. Windows and glass surfaces are dirty. Air vents are clogged with dust. Hand sanitiser dispensers are empty.