

Customer Service

Code: ANCMF-AU-GB-CS-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, counters, and shelves.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors.
- Sanitising of high-touch surfaces such as door handles, light switches, and customer service counters.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and partitions.
- Spot cleaning of walls and doors.
- Ensuring all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used appropriately.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas, paying special attention to corners and under furniture.
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 surfaces with a disinfectant spray and cloth, ensuring thorough coverage.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and microfibre cloth, ensuring no streaks remain.
8. Conduct a final inspection to ensure all areas meet the quality criteria.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Cleaning trolley
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible debris; glass surfaces are streak-free; high-touch areas are sanitised with no residue; rubbish bins are clean and odour-free.
Good	Minor dust on high surfaces; floors are clean with minimal debris; glass surfaces have minor streaks; high-touch areas are mostly sanitised; rubbish bins are clean with slight odour.
Pass	Noticeable dust on surfaces; floors have visible debris; glass surfaces have visible streaks; high-touch areas are partially sanitised; rubbish bins have noticeable odour.
Fail	Heavy dust accumulation; floors are dirty with significant debris; glass surfaces are heavily streaked; high-touch areas are unsanitised; rubbish bins are overflowing and malodorous.