

## Citizen Services

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

### Scope of Work

- Dusting of all horizontal surfaces including desks, counters, and shelves.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and lift buttons.
- Cleaning and sanitising of toilets, including basins, taps, and mirrors.
- Emptying and sanitising of rubbish bins and replacement of liners.
- Cleaning of glass surfaces and windows to remove smudges and fingerprints.
- Restocking of consumables such as toilet paper, hand soap, and paper towels.

### Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Dust all horizontal surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum 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 surfaces with a disinfectant spray and a clean cloth, ensuring all areas are covered.
6. Clean toilets using a toilet brush and disinfectant, ensuring all surfaces are sanitised and free from stains.
7. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
8. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring a streak-free finish.
9. Restock consumables, ensuring all dispensers are functioning correctly.

### Equipment

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

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                                               |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are visibly clean and free from dust, dirt, and smudges. Floors are spotless and dry. High-touch surfaces are sanitised and free from fingerprints. Toilets are immaculate with no odours. Consumables are fully stocked. |
| <b>Good</b>       | Most surfaces are clean with minimal dust or smudges. Floors are clean with no visible dirt. High-touch surfaces are mostly sanitised. Toilets are clean with slight odours. Consumables are mostly stocked.                           |
| <b>Pass</b>       | Surfaces have some dust or smudges. Floors have minor dirt. High-touch surfaces are partially sanitised. Toilets are clean but have noticeable odours. Consumables are low but available.                                              |
| <b>Fail</b>       | Surfaces are visibly dusty or dirty. Floors are dirty or wet. High-touch surfaces are not sanitised. Toilets are dirty with strong odours. Consumables are depleted.                                                                   |