

Dispatch Center

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of all 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 and replacing liners.
- Cleaning and sanitising of kitchenettes, including benchtops, sinks, and taps.
- Cleaning of glass surfaces and windows to remove smudges and fingerprints.
- Ensuring all cleaning equipment is maintained and stored correctly.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum all carpeted areas using a HEPA-filter vacuum to ensure air quality is maintained.
3. Mop hard floors with a neutral pH cleaner to prevent damage to surfaces.
4. Sanitise high-touch areas with a hospital-grade disinfectant to minimise the risk of infection.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean kitchenettes using food-safe cleaning products, ensuring all surfaces are free from food residue.
7. Clean glass surfaces with a streak-free glass cleaner, ensuring clarity and visibility.
8. Inspect and maintain cleaning equipment, ensuring it is in good working order and stored safely.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Hospital-grade disinfectant
- Rubbish bin liners
- Food-safe cleaning products
- Streak-free glass cleaner
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no visible debris; high-touch areas are sanitised and free from fingerprints; bins are empty and odour-free; glass surfaces are crystal clear.
Good	Minor dust on surfaces; floors are clean with minimal debris; high-touch areas are mostly sanitised; bins are empty but may have slight odour; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas are inconsistently sanitised; bins are not emptied regularly; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with significant debris; high-touch areas are not sanitised; bins are overflowing and odorous; glass surfaces are dirty and obstruct visibility.