

Director's Office

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and window sills.
- Vacuuming of carpeted areas and rugs.
- Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Cleaning of windows and glass surfaces.
- Emptying and sanitising of rubbish bins.
- Spot cleaning of walls and skirting boards.
- Polishing of wooden furniture and fixtures.
- Ensuring no unpleasant odours are present.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no streaks or residue are left.
5. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are visibly wet for the required contact time.
6. Clean windows and glass surfaces with a glass cleaner and squeegee, ensuring a streak-free finish.
7. Empty rubbish bins, replace liners, and sanitise the interior and exterior of the bins.
8. Spot clean walls and skirting boards with a damp cloth and mild detergent as needed.
9. Polish wooden furniture using a suitable polish, ensuring a uniform shine.
10. Conduct a final inspection to ensure no unpleasant odours are present and all tasks are completed to standard.

Equipment

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| • Microfibre cloths (colour-coded) | • Cleaning trolley | • Rubbish bin liners |
| • Vacuum cleaner | • Disinfectant spray | • Furniture polish |
| • Mop and bucket (colour-coded) | • Glass cleaner and squeegee | • Personal protective equipment (PPE) |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are vacuumed with no visible debris; floors are streak-free; high-touch areas are sanitised with no residue; windows are spotless; bins are empty and sanitised; no odours present.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have minor streaks; high-touch areas are mostly sanitised; windows have minor smudges; bins are empty but not sanitised; faint odours may be present.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch areas are partially sanitised; windows have visible smudges; bins are not sanitised; noticeable odours present.
Fail	Heavy dust accumulation; carpets are visibly dirty; floors are streaked and sticky; high-touch areas are not sanitised; windows are dirty; bins are full and unsanitised; strong odours present.