

Duty Room

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

Scope of Work

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

Method

1. Prepare cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cleaning system is followed.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to minimise dust dispersion.
4. Mop hard floors with a damp mop, using a neutral pH floor cleaner.
5. Sanitise high-touch surfaces with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
7. Clean windows and glass surfaces using a glass cleaner and a squeegee.
8. Inspect air vents and clean with a vacuum attachment if necessary.
9. Check hand sanitiser dispensers and refill as needed.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; carpets are spotless with no visible debris; floors are streak-free and shiny; high-touch surfaces are sanitised and free from smudges; windows are crystal clear; air vents are dust-free; hand sanitiser dispensers are full.
Good	Minor dust on high surfaces; carpets have minimal debris; floors have slight streaks; high-touch surfaces are mostly sanitised; windows have minor smudges; air vents have minimal dust; hand sanitiser dispensers are mostly full.
Pass	Visible dust on surfaces; carpets have noticeable debris; floors have visible streaks; high-touch surfaces are partially sanitised; windows have visible smudges; air vents have visible dust; hand sanitiser dispensers are partially filled.
Fail	Surfaces are dusty and marked; carpets are dirty with visible debris; floors are streaked and dull; high-touch surfaces are not sanitised; windows are dirty; air vents are clogged with dust; hand sanitiser dispensers are empty.