

Family Room

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

Scope of Work

- Dust all surfaces including furniture, fixtures, and fittings.
- Vacuum all carpeted areas and rugs.
- Mop all hard floors using appropriate cleaning solutions.
- Sanitise all high-touch areas such as door handles, light switches, and remote controls.
- Empty and clean rubbish bins, replacing liners as necessary.
- Clean and polish glass surfaces and mirrors.
- Check and restock any consumables such as tissues and hand sanitisers.
- Ensure all furniture is arranged neatly and appropriately.

Method

1. Begin by dusting all surfaces using a microfibre cloth, working from top to bottom to avoid resoiling cleaned areas.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure dust and allergens are effectively removed.
3. Mop hard floors with a neutral pH floor cleaner, ensuring no residue is left behind.
4. Use a disinfectant solution to sanitise high-touch areas, allowing appropriate contact time for effective germ kill.
5. Empty rubbish bins, clean with a disinfectant wipe, and replace liners.
6. Clean glass surfaces with a glass cleaner, ensuring no streaks are left.
7. Check consumables and restock as necessary, ensuring they are neatly presented.
8. Reorganise furniture to its original position, ensuring a tidy appearance.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Disinfectant solution
- Glass cleaner
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch areas are sanitised with no visible fingerprints; glass surfaces are streak-free; rubbish bins are clean and odour-free; consumables are fully stocked and neatly arranged.
Good	Minor dust on high surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; glass surfaces have minor streaks; rubbish bins are clean but may have slight odour; consumables are mostly stocked.
Pass	Noticeable dust on surfaces; floors have visible residue; high-touch areas are inconsistently sanitised; glass surfaces have visible streaks; rubbish bins are not fully clean; consumables are partially stocked.
Fail	Significant dust accumulation; floors are dirty with visible marks; high-touch areas are not sanitised; glass surfaces are dirty; rubbish bins are overflowing or dirty; consumables are not stocked.