

Information Desk

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

Scope of Work

- Dust all surfaces including the desk, chairs, and any decorative items.
- Sanitise high-touch areas such as the desk surface, phone, and any shared equipment.
- Empty and clean rubbish bins, replacing liners as needed.
- Vacuum carpeted areas and spot clean any stains.
- Wipe and polish glass surfaces and partitions.
- Ensure all signage is clean and legible.
- Check and refill any hand sanitiser dispensers.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time as per product instructions.
4. Empty rubbish bins, replace liners, and wipe the exterior of the bins with a sanitising solution.
5. Vacuum the carpet using a HEPA-filter vacuum cleaner to minimise dust and allergens.
6. Spot clean any visible stains on the carpet using a suitable carpet cleaner.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
8. Check all signage for cleanliness and legibility, wiping down as necessary.
9. Refill hand sanitiser dispensers, ensuring they are functioning correctly.

Equipment

- Microfibre cloths (colour-coded)
- Approved disinfectant
- HEPA-filter vacuum cleaner
- Glass cleaner
- Lint-free cloths
- Rubbish bin liners
- Hand sanitiser refills

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; high-touch areas are sanitised with no residue; bins are empty and clean; carpet is spotless and vacuumed; glass is streak-free; signage is clean and legible; hand sanitiser dispensers are full and operational.
Good	Minor dust on less accessible surfaces; high-touch areas sanitised with minimal residue; bins are empty with minor marks; carpet is vacuumed with minor stains; glass has minimal streaks; signage is mostly clean; hand sanitiser dispensers are mostly full and operational.
Pass	Noticeable dust on surfaces; high-touch areas sanitised but with visible residue; bins are not overflowing but have visible marks; carpet is vacuumed but with visible stains; glass has noticeable streaks; signage is legible but dusty; hand sanitiser dispensers are low but operational.
Fail	Heavy dust on surfaces; high-touch areas not sanitised; bins are overflowing; carpet is not vacuumed and heavily stained; glass is dirty with streaks; signage is not legible; hand sanitiser dispensers are empty or not operational.